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**The Reality of Jordanian Women Flight Attendants Job
and Reasons behind the Less Attractiveness of this job
to Jordanian Women: An Empirical Study**

واقع عمل المرأة الاردنية كمضيفة طيران واسباب ضعف اقبال المرأة
الاردنية على هذه الوظيفة : دراسة ميدانية

Supervised by

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2nd July 2013

Dedication

I dedicate this dissertation to my parents, to Luai, and to my brother Raed for their continuous support and encouragement. I also dedicate it to Jordanian and Arab women who struggle to prove themselves and to gain their legitimate rights in their societies.

It is also dedicated to those researchers who took the initiative to reveal facts and to correct the misunderstanding and the misconception regarding Jordanian and Arab women professional competencies, talents and ambitions in their research

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Abstract

This dissertation is the first attempt to research the reality of Flight Attendant Job (FAJ) in Jordan (and perhaps in the Arab world). It is composed of two parts. The first tackles the reality of FAJ and explores its attractors, FA's personnel experience of emotional labour, its health and safety hazards, its adverse working conditions and methods of dealing with sexual harassment attached to it. The second sheds the light on the reasons behind the less attractiveness of FAJ to Jordanian women (and perhaps to Arab women).

The empirical study of dissertation was conducted on a convenient sample of (80) Jordanian Women Flight Attendant (JWFA) working in the three Jordanian national carriers via questionnaire.

The findings of the dissertation revealed that JWFA are generally young, single, educated, have moderate experience, earn high income and coming from educated families; attracted most by opportunities to visit other countries and by independence and freedom of FAJ; experienced emotional labour; exposed to health risks of FAJ; suffering from adverse working conditions; generally satisfied at job; viewing inadequate legislation as the most important factor (beside social and cultural, psychological and job related factors) behind the less attractiveness of FAJ to Jordanian women.

The findings also revealed that organizational factors (salary, experience and type of company) influenced most JWFA's perception of dimensions of FAJ.

The recommendations of the dissertation include: Issuing legislation concerning health hazards of FAJ, establishing a union to advocate JWFA's interests, creating awareness of the reality of FAJ as a demanding professional job, and shedding the light on gender disadvantageous consequences on women in relevant social and management research

Key Words: Flight attendant job, Jordanian women flight attendant, emotional labour, health hazards, sexual harassment, gender, embodied labour, reason of less attractiveness of flight attendant job

Chapter One: General Framework

1-1 Introduction and the research problem

There is a wide agreement among concerned researchers that women face obstacles in their jobs which limit their opportunities of advancement in their careers and in organizations.

Researchers attribute these obstacles to social, gender, institutional and organizational factors. Organizationally, the term “glass ceiling” (The Economist 1996) exhibits the restrictions imposed on women advancement at their jobs. Gender and institutions are determinant of women's roles at both society and job. Equal opportunities legislations, particularly in developed countries, have led to make obstacles derived from social factors less important.

In Jordan, the issue of women's work and obstacles facing them in their jobs is reasonably researched. Concerned research covered various types of organizations in both public and private sectors. The research revealed that Jordanian women face obstacles at their jobs and in organizations that limit their opportunities and advancement. Researchers attributed these obstacles to social, psychological, institutional and organizational factors.

Despite the importance of the aviation sector in Jordanian economy and society and the remarkable progress that Jordan has made in this sector where it is considered a training destination for many countries; despite the fact that flight attendants jobs are significantly women jobs and the fact that Jordanian social structure yet to accept or make any parallel progress towards this job. This important field of women job has not been investigated yet in relevant Jordanian studies.

This dissertation is the first attempt to shed the light on Jordanian Women Flight Attendants' (JWFA"s) jobs at national airlines.

It also attempts to provide an informative account and insight assessment of related issues to JWFA'S jobs including the investigation of the reasons behind the less attractiveness of flight attendant job to Jordanian women.

1-2 Importance of the study

The importance of this study derives from the fact that it is the first attempt to shed the light on a particular and distinct field of women's job, which is JWFA's jobs at national airlines companies. The importance of the study also derives from the fact that the study attempts to investigate reasons behind the less attractiveness of flight attendant job to Jordanian women; despite the fact that this job in many ways is a rewarding job both financially and professionally. Also, despite the fact that qualified Jordanian women suffer from high unemployment rates and they are in bad need for jobs.

1-3 Questions of the study

The dissertation is composed of two complementary parts. The first discusses related issues of flight attendant job. While the second related to the investigation of reasons behind the less attractiveness of this job to Jordanian women.

1-3-1 Questions relate to part one: FA job

Q 1: What attracts Jordanian women to flight attendant job?

Q 2: what are the main duties and responsibilities of Jordanian women flight attendants?

Q 3: What kind of skills and abilities JWFA's need and what kind of training and orientation they receive before assigned as flight attendants?

Q 4: What are the key regulations, measures and restrictions govern Jordanian Women Flight Attendants jobs? To what extent these regu-

lations adhere to the international standards of flight attendants jobs?

Q 5: Do Jordanian Women Flight Attendants consider their jobs as career and do they consider themselves a professional community?

Q 6: How Jordanian Women Flight Attendants handle the hassles and disturbances they face at their jobs?

Q 7: What prevents Jordanian Women Flight Attendants from forming a trade union to advocate their demands and rights in their jobs?

1-3-2 Questions relate to part Two : Reasons behind the less attractiveness of Flight Attendant job to Jordanian women:

Q 1: In what forms social factors prevent or discourage Jordanian women from joining the flight attendant job?

Q 2: To what extent the cultural background discourage women from applying to flight attendant job?

Q 3: To what extent the type of the job itself and its disorientations contribute to the less attractiveness of the job to Jordanian women?

Q 4: To what extent the psychological and physiological dimensions contribute to the less attractiveness of the job to Jordanian women?

Q 5: To what extent absence of sound legislation governing this particular flight attendant job contribute to the less attractiveness of this job to Jordanian women?

1-4 Objectives of the study

1 – To introduce flight attendant job as significantly women job and to provide an informative background about this particular type of women job, its pillars and how it develops internationality and locally.

2 – To identify the conditions, regulations, measures and restrictions that govern JWFA's jobs at national airlines and to know to what extent these regulations and other criteria adhere to international standards of flight attendant job.

3 - To specify key duties and responsibilities and disorientations of JWFA's and point out whether JWFA's consider this job a career or not and whether they consider themselves a professional community or not.

4 - To understand how JWFA's deal with the hassles and disturbances of this job and to assess the impact of that on them.

5 - To identify key reasons behind the less attractiveness of flight attendant job to Jordanian women.

6- To assess the impact of key demographic and organizational factors on JWFA's perspectives towards concerned dimensions of FA job.

7 - To look into those scenarios and propositions that would make flight attendant job more attractive to Jordanian women and more demanded by them.

8- To shed the light on the development of the aviation sector in Jordan.

1-5 Hypothesis of the study

1-5-1 Descriptive hypothesis :

H1: JWFA's are attracted to FA job because of its particular professional features such as good income, job security, opportunities for: independence, visiting other countries and personal development through interaction with a variety of people.

H2: JWFA's experience emotional labour at their job

H3: JWFA's are generally satisfied in their job

H4: JWFA's suffer from health and safety problems\symptoms that are associated with FA job

H5: JWFA perform their duties under harsh circumstances

H6: Social factors play an important role in making flight attendant job less attractive to Jordanian women.

H7: Cultural factors are within the discouraging factors that make Jordanian women less attractive to flight attendant job.

H8: Nature of the job as serving job and the disorientations derived from its handling are within the reasons that discourage Jordanian women from attaining it.

H9: Psychological and physiological aspects are within the reasons that making Jordanian women less attracted to flight attendant job.

1-5-2 Relational hypothesis:

Main hypothesis H1:

Key demographic and organizational factors (type of company, age , education, field of education, experience, salary, marital status, religion and social background: father and mother education) have significant statistical impact on JWFA's perception of concerned dimensions of FA at the level of significance of 5% or less.

Sub hypothesis are:

H1 a: type of company has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 b: Age has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of cop-

ing with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 c: Education has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 d: Field of education has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 e: Experience has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 f: Salary has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 g: Religion has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 h: Marital status has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 i: Father education has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

H1 j: Mother education has a significant statistical impact on JWFA's perception of FA job dimensions (pillars, experiencing emotions, priorities for improving working conditions, general job satisfaction, methods of coping with sexual harassment, and job related factors as causes of the less attractiveness of FA job to Jordanian women) at the level of significance of 5% or less.

1-6 Methodology of the study

This study is an analytical explanatory type of research. It applies quantitative methodology in investigation. It uses primary resource (questionnaire) and secondary (books, articles and internet) resources in building up its various parts and components.

Different types of airlines companies in the Jordanian aviation sector are included in the study. A questionnaire was developed by the researcher and contains items related to the dimensions of FA job and the reasons behind the less attractiveness of the job to Jordanian women. The questionnaire was distributed in person to a sample of (80) JWFA's in the three concerned companies which are: a flag carrier (Royal Jordanian), a new established company with regular destinations and limited charter flights (Royal Falcon), and a charter company which operates to remote destinations (Jordan Aviation). Data was

analyzed by using relevant statistical techniques for the purpose of answering the study's questions and for testing its hypothesis.

1-7 Organization of the Study

The dissertation is divided into five chapters. Chapter one the general framework introduces the topic and rationale for choosing it. It also highlights the problem of the study and its significance, as well the study's questions, objectives, and hypothesis. In addition, it briefly addresses the methodology of the study and its key elements.

Chapter two the literature review is composed of two parts. The first provides a historical perspective of FA job and sheds the light on concerned key themes to the dissertation. It also provides an informative background of aviation sector in Jordan and of the three national flight carriers the empirical study of the dissertation covers as well as a clarification of JWFA's jobs, duties and responsibilities.

The second part reviews pertinent international empirical research conducted on WFA in different airlines in different countries. In addition to that it provides a brief background of obstacles facing Jordanian women at work in general.

Chapter three the methodology clarifies key components of the methodology of the dissertation. These include: The sample of the study, the building and the development of the questionnaire, the statistical techniques used in analysis, data collection, reliability of the instrument of measurement, scale of measurement and the limitations of the research.

Chapter four data analysis and presentation discusses the findings of the dissertation regarding the characteristics of the sample of the study and the study's questions, objectives and hypothesis.

Chapter five the last chapter includes the conclusions the study derives to and the key elements that should be considered in order to enhance the position of JWFA's and mitigate their job implications.

Chapter Two: Literature Review

2-1 Preface

Understanding realities of women jobs and obstacles facing them in various organizations: Public, private, civic and animate in all places is hardly viewed without linking women work to gender and body. Gender is a significant determinant of women as well as men's roles in society: Familial, organizational and institutional. Relationships among family members, their roles, their perceptions and their expectations are influenced by gender. Men and women's roles at work, their jobs and careers are also influenced by gender. People rights and responsibilities in society at large are influenced by its various institutions particularly legislative and religious institutions, where gender constitutes a key component.

Work and job roles particularly women's ones are heavily influenced by their embodied labour whether perceptual or physical. Body labour is more manifested in services jobs particularly jobs in tourism and airlines sectors vis-vis other types of jobs in other sectors. At airlines jobs, impact of gender and embodied labour are more manifested, in comparison with other jobs, in flight attendants' (FA) jobs, where interaction with passengers for safety and services purposes constitutes about 70% of FA's working time on board cabin (Forseth, 2005). Influence of gender and embodied labour is found in FA's job regulations, job duties, job prescriptions, job qualifications, job performance measures and in many other measures and restrictions as will be clarified later in this literature review. Moreover, particular health consequences pertinent to FA's jobs are linked to gender and are more harmful to women than men FA as will also explained later.

These particularities of FA jobs invite a wide range of studies to deal with this distinguished type of job and its various aspects as will be demonstrated in this literature review and in the dissertation as whole.

Therefore, in this literature review, the light will be shed on key themes clarifying the link of gender, body and work. This aims to constitute a ground to look from within towards key concepts (such as emotional labour, gendered labour, doing gender and embodied work and others) related to women work in general and to FA's job in particular. Key concepts and themes conceptualizing the structure of FA's job and their implications towards women will be presented, which in turn will help in shaping the key dimensions of women flight attendant job (WFAJ) and which will also contribute in building up relevant components of the questionnaire. The review of concepts that link gender, body and work will also constitute a base of the second part of the dissertation, which will deal with the reasons behind the less attractiveness of WFAJ for Jordanian women.

A brief review of the development of FAJ will be provided in order to draw a picture of the role of civil rights movement, women movement and career health and safety movement and their pertinent legislations that help in the transformation process of FAJ from a disadvantageous job to advantageous career in USA and consequently in other Western countries and other parts of the world. This also aims to building up scenarios of how to transform the less favourable conditions of JWFA's job to be more favourable ones and to make FAJ more attractive to them.

A concise review of relevant empirical studies conducted on FAJ particularly WFA's worldwide and their implications will be conducted. This aims at highlighting key issues pertinent research of FAJ revealed which from one side will substantiate arguments and discussions in the dissertation and contribute in building various parts of the empirical work including the building up of the questionnaire. On the other side, this will help in shedding the light on similarities and differences between the findings of these studies and this dissertations' finding. Considering that this dissertation is the first attempt to investigate WFAJ in Jordan and perhaps in the Arab world.

In addition to the above components of literature review, the dissertation will highlight the findings of the research investigated obsta-

cles facing Jordanian women at work and in their jobs in various Jordanian sectors including a very recent study conducted on a pertinent sector to airlines i.e. tourism and hotels and published in a Canadian Journal in 2011. This aims at arriving at common obstacles facing Jordanian women job in general and also to combine that with those obstacles facing JWFA's at their jobs In Jordanian national airlines companies, where FAJ are significantly women job, characterized by distinct types of duties, job regulations, measures, restrictions and context.

Moreover, the literature review will provide an informative background of aviation industry in Jordan and its key organizational features in order to understand the context through which JWFA's perform their jobs and duties and in order to linking and interpreting the findings, conclusions and recommendations of the dissertation to JWFAJ's context.

2-2 Part one: Key themes and concepts

2-2-1 Historical perspective of FA job

Flight Attendant (FA) job evolved through distinct stages representing the history of this particular job and its developments which mostly took place in USA and then their outcome was adopted by other European countries and other countries worldwide. At the beginning in the early days of airlines industry during the twenties and thirties of the 20th century cabin employees job was mainly a nursing job and was restricted to women. The main emphasis of the job was security. The main duties of cabin employees were to help passengers coping with the hazards of flying. Then the emphasis of the job was on serving food and drinks in addition to security matters. The name of cabin employee during the 1950's and 1960's was hostesses and stewardess. Cabin employees' job was not viewed as a career and was subject to airlines companies' measures and was heavily influenced by commercialization and sexism. There was no mandate to compel airlines companies to regulate this job as a career. The job continued to be women oriented and restrictions on age (an employee should quit the

job when she becomes 32 years), weight (an employee should not exceed low standard weight), dress (uniform with specific design), length (an employee should not be less than standard length) and marital status (an employee should be single) were adhered to. These restrictions which still prevail in many airlines companies worldwide invited severe criticism from various concerned groups of society including researchers, feminists, human rights advocates and columnists of newspapers and magazines. For example, an article (Courtney 2002) published in Daily Mail newspaper in UK criticizing the strict measure of FA length airlines companies apply, where it talks about a short girl who were obsessed to be FA but not meeting the required length demanded by airlines companies and who had to set for medical surgeries to lengthen her legs in order to meet the length criteria of FA job is self explanatory. A paper (Findley *et al* (2005\2006) questioned the legality of the dress and grooming standards imposed on WFA's by airlines companies. Another paper (Tyler and Abott 1998), criticized airlines companies emphasis on FA's figure and to be slim and not exceeding low standard weight rather than concentrating on her talents and competences.

Three movements influenced the shift of this job from hostesses and stewardess to its current status i.e. FA (Lessler 1984; Whitelegg 2007). These are civil rights movement, women movement and occupational health movement.

Civil rights movement in the 1960's in USA created social changes that influenced cabin employees' perception of their job. Social consciousness regarding equal opportunities influenced the existing social stratification criteria of age, sex, marital status, national origin and others. Civic rights act issued in 1965 changed the cabin employees' perception regarding the legality of the rules surrounding the work (no discrimination of age, sex or marital status)

The women movement created positive image towards flights employees' job and initiated professionalization efforts which challenged existing assumptions regarding gender-related work and eventually contributed to career consciousness.

Eventually an organization called 'organization stewardesses for women's rights' was formed in 1973 in USA. Its main purpose was to fight the degrading of women flight employees' role as experienced professionals for safety. The organization demanded formal licensing of airlines cabin attendants by federal government certifying competence in life support and evacuation. They also demanded lifting measures on weight, age and others.

The occupational health movement which led to the issuance of act in 1970 in USA emphasized the consequences of exposure of job health hazards over time, both visible and non visible.

The first FA association to advocate the interest of FA members was established in 1998. Members of this association reached 42000 as of 2011 (Wikipedia encyclopedia)

2-2-2 Key themes and concepts

2-2-2-1 Work, gender and body

Interlink among work, gender and body has been emphasized in literature (Holmes 2007, Morgan *et al* 2005, Forseth 2005, West and Zimmerman 1987). This linkage is more manifested in services jobs particularly FA job. Therefore, addressing key themes of this linkage becomes a necessity to understand nature of FA job, challenges, difficulties and other implications, as well as to enable looking for scenarios to deal with these implications

Gender is defined as socially produced differences between being feminine and being masculine (Holmes, 2007). Gender is connected to division of labour in society. Gender permeates almost all aspects of people life, habitual, familial, educational, organizational, economic and political. As Holmes (2007: 7) put it:

"The binary division overrides individual differences and intertwined with other major socially constructed differences- racial categorization, ethnic grouping, economic class, age, religion and sexual orientation - which interact to produce a complex hierarchal system of

subordination and dominance. Gender divisions not only permeate the individuals sense of self, families, and intimate relationships, but also structure, work, political, education, medicine, the military, religion, and culture. Gender is a system of power in that it privileges some men and disadvantages most women. Gender is constructed and maintained by both the dominants and the oppressed because both ascribe to its values in personality and identity formation and in appropriate masculine and feminine behavior. Gender is hegemonic in that many of its foundational assumptions and ubiquitous processes are invisible, unquestioned, and unexamined".

Morgan *et al* (2005:1) emphasize the intimate relationship between gender, body and work. As they put it: "all work is gendered and all work is embodied". As they explain (p3): "Embodiment is shaped by formal arrangement and structure (division of labour), job specifications...etc. It is also shaped by informal practices such as patterns of inclusion or exclusion and sexual harassment. Embodiment is also shaped by expectations of others such as clients, members of the general public and customers and, increasingly, by representations in the media".

According to them, bodies and embodiment entail 'emotions' hence pleasures and pains of work are experienced in the body. Consequently, gender is also associated with embodied pleasures and pains. AS they justify (p 7): "Forms of body work which involve caring (paid and unpaid) have long and well-established connection with work of women. ...The greater of explicit bodily work involved, the more gendered the activity, whether we are referring to the construction of masculinities or femininities." Knowing that FA's spend 70% of their working time in cabin interacting with passengers (Forseth 2005:52), FA job probably becomes the most explicit bodily job and consequently probably the most influenced job by gendered body implications.

In linking gender, sex (biological differences between men and women) with roles at work (West and Zimmerman 1987: 128) pointed out: "Roles are situated identities-associated and relinquished as the situa-

tion demands rather than master identities, such as sex category that cut across situations. Unlike most roles, such as nurse, doctor, and patient or professor and student, gender has no specific site or organizational context"

Gender influence at work is further substantiated by social practices and work norms or by 'doing gender', the term which was used by West and Zimmerman (1987), who defined gender as a product of social doing that lead to creating differences between girls and boys and women and men, differences that are not natural, essential or biological.

As mentioned in the preface, gender envelops pertinent aspects of FA job and is manifested in various restrictions, measures, duties and responsibilities of FA job.

2-2-2-2 Emotional labour

Emotional labour is a term characterizes FA job whereby FA feelings and emotional responses become part of the on board services (Whitelegg 2007: 165). Forseth (2005:48) defines Emotional labour as: "Emotional labour concerns management of feelings to create a public observable facial and bodily display in paid work". The term "emotional dissonance" which refers to the difference between displaced and felt emotion was used by Whitelegg 2007. Hoschschild (1983), who crafted "emotional labour" term as cited in Forseth (2005: 48), highlighted how the work of cabin attendants required unrecognized emotional efforts in addition to the physical and mental tasks. She also pointed out how gender was brought into FA job as men and women were called on to do different kinds of emotional labour. One of the Consequences of emotional labour on female FA job as Forseth (2005) indicated that: contrary to the illusion of easy work of FA, linking FA job to the notion of women work where important skills such as caring, consideration, patient and deferential are regarded as 'innate' characteristics of women not as qualifications. The emotional labour though might be connected to many services job but it is more particular to FA job and in fact it was coined via an empirical study

conducted on female FA. Some empirical studies, which we will review later, main objective was to investigate the emotional labour among FA (for example, Chang and Chiu 2009)

2-2-2-3 Health hazards

Literature on FA job emphasizes the adverse consequences of this job on health and safety particularly WFA. In many of these studies the health concern constitutes either the main part as in (Lessler 1985) or a key proportion as in (Stolerolf and Correia 2009). The light will be shed on a number of these studies in the review of previous empirical studies section.

Literature has pointed out that due to the particularities of FA job including working in a tight and closed place (the cabin with a high number of passengers and no circulation of fresh air), where FA's spend most of their working time in the sky (almost 70% as mentioned before), the drastic change in time zones, irregular sleeping hours, handling heavy work such as pushing the trolley of food and drinks, uncomfortable and delayed time for drinking and for urine and the demands of emotional labour make FA job subjects to many diseases and adverse health consequences. These include: dizziness, respiratory problems, excessive fatigue, hearing problems, muscular skeletal problem, anxiety, difficulties in concentration and stress. The health hazards phenomenon invites many advocates to demand special legislation to guard against such adverse health consequences and to ask for sincere efforts to improve the working conditions of FA job, as also will be pointed out in reviewing some relevant empirical research.

2-2-2-4 Sexual harassment

This concept is also emphasized in the literature concerning women job particularly in services including FA job (for example, Bishop *et al* 1982). This phenomenon significantly concerns WFA who is more exposed to sexual harassment (both physical and verbal) than any other category in services. Hence the tightness of the place FA performs

their duties (the cabin) and the diverse nationalities and cultures of passengers increase the possibilities of sexual harassment in cabin. Consequently this puts more pressure on WFA's in performing their duties and adds to the challenges of FA job.

2-3 Part two: Overview of FA's features, Jordanian Civil Aviation and Jordanian airlines carriers*

2-3-1 Background of Jordanian Civil Aviation

Civil aviation is one of two major categories of flying, representing all non-military aviation, both private and commercial. Most of the countries in the world are members of the International Civil Aviation Organization (ICAO) and work together to establish common standards and recommended practices for civil aviation through that agency.

Civil aviation includes two major categories:

- Scheduled air transport, including all passengers and cargo flights operating on regularly scheduled routes; and
- General aviation (GA), including all other civil flights, private or commercial

All scheduled air transport is commercial, but general aviation can be either commercial or private. Normally, the pilot, aircraft, and operator must all be authorized to perform commercial operations through separate commercial licensing, registration, and operation certificates.

The Convention on International Civil Aviation (the "Chicago Convention") was originally established in 1944; it states that signatories should collectively work to harmonize and standardize the use of airspace for safety, efficiency and regularity of air transport. Each signatory country, of which there are at least 188, has a civil aviation authority to oversee the following areas of civil aviation:

***This part of the dissertation is based on the internet sites listed at the end of references and on Royal Falcon manual which is also listed at the end of references**

- Personnel licensing — regulating the basic training and issuance of licenses and certificates.
- Flight operations — carrying out safety oversight of commercial operators.
- Airworthiness — issuing certificates of registration and certificates of airworthiness to civil aircraft, and overseeing the safety of aircraft maintenance organizations.
- 1- Aerodromes — designing and constructing aerodrome facilities.
- Air traffic services — managing the traffic inside of a country's airspace.

In **Jordan** we have Civil Aviation Regulatory commission (**CARC**), which was established on 1st August 2007 to replace the Civil Aviation Authority (CAA) in accordance with article (68) of the civil aviation law number (41) of year 2007. According to this legislation the CARC has financial and administrative independence.

Article (7) of the civil aviation law designated responsibilities and obligations undertaking by CARC to mainly the following:

1. Regulate all affairs pertain to civil aviation including safety, security, economic and environment.
2. Carry out all contractual obligations on behalf of the government with investors, operators in accordance with the civil aviation legislation.
3. Executing all the policy prepared by the Ministry of Transport and endorsed by the Council of ministers.
4. Representing the Kingdom in bilateral and international agreements, as well as, international bodies that pertain to civil aviation.

5. Executing the government's environment protection policy regarding noise and emissions, sky and land use in accordance with international laws, agreements, and protocols.
6. Executing the national program of aviation security prepared by the Ministry of Transport and endorsed by the Council of ministers.
7. Develop the civil aviation technically and economically in accordance with safety and security standards and conduct research and studies in this regard.
8. Strive to improve the civil aviation services level and provides the qualified human resources and the required technical expertise.
9. Issuing the regulations and setting standards for air navigation in accordance with international laws and regulations.
10. Supervising and regulating the air transport sector in the Kingdom while protecting the consumer rights.
11. Encourage private sector investment in the civil aviation sector in accordance with the market demand, by providing incentives and taking the necessary regulatory measures to protect their investments.
12. Supervising the performance of the operators and their activities and their adherence to laws, rules and regulations established in the civil aviation sector.
13. Encouraging positive competition among investors, and preventing any monopoly of the market.

2-3-2 JWFA's job at national flight carriers: Duties and responsibilities, skills, abilities, training and job requirements

Flight attendants' primary responsibility is to make sure safety regulations on airplanes are followed. They also do what they can to make sure passengers are comfortable during their flights.

A flight attendant assists airplane passengers before, during and after a flight. Attendants ensure passengers are safe and content; they answer passengers' questions, serve them food and provide blankets. Individuals interested in becoming flight attendants must be older than age 18,

willing to relocate to the airplane's home base and pass a background check.

While a high school diploma is the minimum requirement for those who want to work as flight attendants, many employers prefer to hire job candidates who have a college degree. Candidates who have taken flight attendant training courses have the best chance of getting hired. In addition to previous training, all newly hired flight attendants receive three to eight weeks of formal training from their employers.

Those who want to work as flight attendants must be at least 18 to 21 years old. Airlines prefer to hire flight attendants who have experience working with the public. Work with an international airline requires that one can speak a foreign language. There are also height requirements as flight attendants must be able to reach overhead bins.

2-3-2-1 Main duties and responsibilities of FA

- 1) Announce and demonstrate safety and emergency procedures such as the use of oxygen masks, seat belts, and life jackets.
- 2) Answer passengers' questions about flights, aircraft, weather, travel routes and services, arrival times, and/or schedules.
- 3) Assist passengers in placing carry-on luggage in overhead, garment, or under-seat storage.
- 4) Assist passengers while entering or disembarking the aircraft.
- 5) Attend preflight briefings concerning weather, altitudes, routes, emergency procedures, crew coordination, lengths of flights, food and beverage services offered, and numbers of passengers.
- 6) Check to ensure that food, beverages, blankets, reading material, emergency equipment, and other supplies are aboard and are in adequate supply.
- 7) Conduct periodic trips through the cabin to ensure passenger comfort, and to distribute reading material, headphones, pillows, playing

cards, and blankets.

- 8) Determine special assistance needs of passengers such as small children, the elderly or disabled persons.
- 9) Direct and assist passengers in the event of an emergency, such as directing passengers to evacuate a plane following an emergency landing.
- 10) Prepare passengers and aircraft for landing, following procedures.
- 11) Greet passengers boarding aircraft and direct them to assigned seats.
- 12) Heat and serve prepared foods.
- 13) Announce flight delays and descent preparations.
- 14) Walk aisles of planes to verify that passengers have complied with federal regulations prior to take-offs and landings.
- 15) Administer first aid to passengers in distress.
- 16) Inspect and clean cabins, checking for any problems and making sure that cabins are in order.
- 17) Inspect passenger tickets to verify information and to obtain destination information.
- 18) Prepare reports showing places of departure and destination, passenger ticket numbers, meal and beverage inventories, the conditions of cabin equipment, and any problems encountered by passengers.
- 19) Reassure passengers when situations such as turbulence are encountered.
- 20) Verify that first aid kits and other emergency equipment, including fire extinguishers and oxygen bottles, are in working order.

2-3-2-2 Skills needed for FA

- 1) Service Orientation** -- Actively looking for ways to help people.
- 2) Speaking** -- Talking to others to convey information effectively.
- 3) Social Perceptiveness** -- Being aware of others' reactions and understanding why they react as they do.

4) Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

2-3-2-3 Abilities needed for FA

1) Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.

2) Speech Clarity -- The ability to speak clearly so others can understand you.

3) Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.

4) Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

5) Speech Recognition -- The ability to identify and understand the speech of another person.

2-3-2-4 Knowledge, experience, educational requirements for FA

1) Customer and Personal Service -- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

2) Public Safety and Security -- Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.

3)Medicine and Dentistry -- Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.

4)English Language -- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

2-3-2-5 Training:

The period of validity of Recurrent Training and the associated checking required by JCAR OPS 1.1025 (explained below) will be 12 calendar months in addition to the remainder of the month of issue. If issued within the final 3 months of validity of a previous check, the period of validity will extend from the date of issue until 12 calendar months from the expiry date of that previous check.

At intervals not exceeding 3 years, Recurrent Training will also include:

1. The operation and actual opening of all normal and emergency exits for passenger evacuation in an aircraft or representative training device
2. Demonstration of the operation of all other exits including Flight Deck windows
3. Each Cabin Crew member being given realistic and practical training in the use of all firefighting equipment, including protective clothing, representative of that carried in the aircraft
This training must include:
 - Each Cabin Crew member extinguishing a fire characteristic of an aircraft interior fire except that, in the case of BCF, an alternative extinguishing agent may be used
 - The donning and use of protective breathing equipment by each Cabin Crew member in an enclosed, simulated smoke filled environment
 - a) Use of pyrotechnics (when applicable)

- b) Demonstration of the use of the life raft or slide raft, where fitted
- c) Each Cabin Crew member being trained in the procedure for Flight Crew incapacitation and will operate the Flight Crew members' seat and harness mechanisms. Training in the use of Flight Crew members' check lists.

Furthermore it is the responsibility of each Cabin Crew member to ensure that they comply with the Recurrent Training Requirements and that they only operate an aircraft when legal to do so.

Refresher Training JCAR OPS 1.1020

The Company will ensure that each Cabin Crew member who has been absent from all flying duties for more than 6 months and still remain within the period of validity of their previous Recurrent Training will complete Refresher Training or Recurrent Training.

The Company will ensure that when a Cabin Crew member has not been absent from all flying duties, but has not, during the preceding months, undertaken duties on an aircraft type as a Cabin Crew member, before operating as Cabin Crew will either:

- Complete Refresher Training or Recurrent Training on the Type;
- or
- Complete two familiarization sectors

2-3-2-6 A day in FA's life:

On a typical day a flight attendant will:

- Get briefed by the captain or the supervisor on emergency evacuation procedures, coordination of the crew, the length of the flight, expected weather conditions, and special issues having to do with passengers.
- Make sure that emergency equipment is aboard and in working order.
- Assess the passenger cabin to make sure there are adequate supplies of food, beverages, and blankets.

- Greet passengers as they enter the plane, check their tickets, and tell them where to store their carry-on bags.
- Instruct passengers in the use of emergency equipment.
- Check to see that passengers' seat belts are fastened, seats are in the upright position, and bags are properly stowed prior to takeoff.
- Help passengers in the event of an emergency.
- Reassure passengers in the event of turbulence.
- Direct passengers if they must evacuate the plane if there is an emergency landing.
- Answer questions about the flight.
- Distribute blankets, pillows, and reading material.
- Distribute beverages, snacks, and sometimes heat and serve meals.
- Help those needing assistance, e.g. small children, or elderly or disabled passengers.
- Administer first aid to ill patients.
- Report passengers' medical problems, lost and found articles, and condition of cabin equipment.
- Sometimes, if in a supervisory position, oversee the work of the other attendants aboard the aircraft.

2-3-3 Briefings of the three Jordanian flight carriers

2-3-3-1 Royal Falcon

In 2007, inspired by the vision of His Majesty King Abdullah II of Jordan, Royal Falcon Airlines was set up as a second air carrier. The operation was launched on a non-scheduled basis and under the invaluable guidance and directives of His Majesty King Abdullah II. In 2009, the airline became the second scheduled air carrier and is still carrying out its mission, while continuously modernizing and upgrading its services, renewing its fleet, and expanding its route network and operations. Royal Falcon's headquarters are located in the heart of the capital Amman and its flights are operated from Queen Alia International Airport – Amman (AMM). Its fleet currently covers a network of 7 destinations and is still expanding. The airline is a sister company to Jordan International Air Cargo (JIAC) which was established in 2005, to become the leader in cargo operations to / from Jordan.

The mission of Royal Falcon Airlines is dedication to the highest quality of customer service delivered with a sense of warmth, friendliness, individual pride, and company spirit.

To the employees, the company is committed to provide a stable work environment with equal opportunities for learning and personal growth. Creativity and innovation are encouraged for improving the effectiveness of Royal Falcon Airlines.

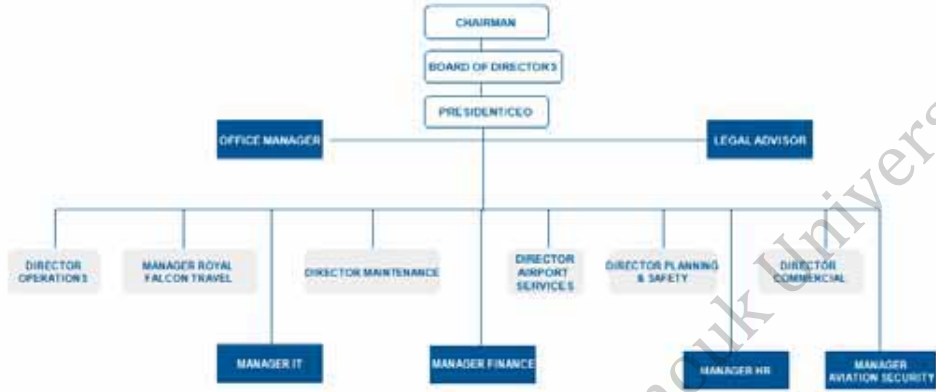
Royal Falcon's Airline primary objective is the safety and security of the customer, personnel, aircraft, and working place. Reliability, punctuality, and efficiency are other targets it constantly reviews and continuously develops for the customers' benefit.

Within the different departments, all functions are regarded as a customer / supplier relationship, based on trust and built on the foundation of clear and simple process structures and work sequences which are constantly reviewed and developed to improve.

Management undertakes to continuously develop quality and safety philosophies within the different departments. By acting as role models, using a friendly and loyal management style and allowing people to make their own decisions, management promotes commitment and identification with Royal Falcon Airline amongst its personnel. All departments are involved in the internal quality and safety systems.

As newly established airline company Royal Falcon was started with strong profile in Jordan, following excellence standards at each stage of operation is a must to achieve the stated vision of being a leader in the airline industry, at RF the passengers and customers satisfaction is the core orientation for all the working teams at all levels.

Royal Falcon Organizational Chart



Royal Falcon Covered Destinations



The employees working in RF total to 305 employees, 74 captains and aircrew are excluded, the total employees working in the head office and ground crew are 271, they are divided into many departments (Operations, Travel, Maintenance, IT, Financial, HR, Security, Commercial, Planning and Safety, and Airport

Services) each department is responsible to achieve its role in creating end value of the company.

Ground crew also includes the staff responsible for handling the baggage and cargo; also there is special team responsible on moving the material and freight, terminals assistant team, aircraft cleaning team, ticketing team, and finally the quality assurance team.

Royal Falcon management team assuring a high performance across departments, teams and individuals, in cooperation with human resources department there is a monthly evaluation for each of them and the evaluation results is considered the key input for any promotion, intensive, or rewarding process.

2-3-3-2 Royal Jordanian

Royal Jordanian (RJ) is Jordan's national flag air carrier operating scheduled international services covering four continents. Its base of operations is Queen Alia International Airport.

The airline was incorporated on December 9, 1963. Its operations commenced on December 15, 1963 in pursuance of a royal decree by the late King Hussein. Initially founded with capital from private shareholders, subsequently the Jordanian Government acquired Alia (Royal Jordanian predecessor) as Jordan's national carrier.

After successful privatization and restructuring, in 2001 RJ became a public shareholding company. In December 2007, the company's shares were listed on the Amman Stock Exchange at a capital of JD84.4 million.

Jordanians presently hold 68% of the shares, of which 26% held by the Jordanian government, 10% Jordan's Social Security Corporation and 3% to the Jordan's Armed Forces Fund. Additionally, shares were allocated to RJ employees. Staff member are approx. 4,300. The number of cabin crew is 900.

RJ have ascended from humble beginnings with three aircraft and four regional destinations, to become one of the elite members of a global alliance, a fleet comprising more than 30 aircraft, and a destination network of 60 global stops.

Royal Jordanian mission includes:

The highest and stimulation level of safe, secure and reliable air transportation.

- A seamless travel experience with exceptional customer care.
- Value for money through maintaining cost efficiency.
- A healthy and stimulating work environment with open dialogue and participation.
- Competitive employment benefits and rewards.
- Opportunities for training and career development.
- Energetic and decisive leadership.
- An attractive return on investment.
- Sustainable profitable growth.
- The highest levels of corporate integrity and responsibility.
- Represent the best of Jordanian hospitality and culture.
- Promote Jordan as a destination and a gateway to the Middle East, to both business and leisure travelers.
- Support local communities and charities.

Management style:

Working and succeeding through effective communication, and achieving more by working together as one team. Respecting people's opinions and learn from differences. Making decisions based on hard facts and robust business cases, not on emotion or opinion, providing customers with their needs. And guarantee strict compliance with the company's internal policies and external regulatory requirements. RJ is committed to deliver the best to its stakeholders, achieve high performance, take responsibility for actions and work, listen and respond to both external and in-

ternal customer needs, being always honest and transparent with customers, partners and employees, trust and respect in the working environment and promote an atmosphere of open communication.

Royal Jordanian is constantly working to maintain a competitive and market-aligned Compensation and Benefits System in order to attract and retain a highly qualified and competent workforce.

Employees' well-being is the main focus. RJ strives to realize it through maintaining a healthy, safe, secure and stress-free work environment. RJ Safety and Security measures, regulations and awareness sessions ensure that accidents are limited to the very minimal, and that even when these accidents occur, the well-being of employees is not jeopardized.

The company tries to go even further and maintain its employees' well-being outside the workplace by providing a comprehensive Medical Insurance Coverage for them and their family members including children, spouses and parents. Medical Insurance Coverage has a wide range of clinics and medical centers that are distributed in most residence areas for ease of access. Coupled with this coverage is the Life Insurance Policy the company provides to the employees and their beneficiaries in the unfortunate events of death and disability.

As part of the employee retention plan, RJ has developed performance-based individual and team rewards which are distributed regularly to outstanding employees who exceed expectations and exhibit exemplary positive attitude. These incentive programs motivate the staff to give a hundred and ten percent when performing their duties and provide an environment where each employee understands the real importance of his/her job and feels valued and recognized for his/her actual contributions, which results in great pride and enthusiasm in the workplace.

In addition to the reward programs, RJ has placed significant efforts to objectify the Annual Performance Appraisal through set-

ting goals and objectives for employees while monitoring and guiding them to achieve these set goals throughout the whole year. Supervisors and managers discuss with their team members their current level of job performance, their achievement and fulfillment of the described job duties, future approaches for meeting the set goals, and encourage and recognize their skills and attributes.

2-3-3-3 Jordan Aviation

Jordan Aviation was founded in 2000 and its operations were initiated in October 2000. It is the first privately owned charter airline. It is registered as one of the official carriers of the United Nations worldwide. Based in Amman, Jordan Aviation is an air carrier that operates charter regional flights, particularly, in the Middle East, Europe, and North Africa. It also provides wet lease services to major airlines seeking additional capacity. Its main bases are Marka Airport, and Aqaba Airport. Holiday charter flights are also operated from its bases in Amman. Scheduled services commencing in June 2006 were operated for a period of time from Aqaba to the Arabian Gulf region and North Africa. There are approximately 700 staff in Jordan Aviation. Number of FA is about 150.

2-4 Part three: Review of empirical research

2-4-1 Highlights of Jordanian women research

Hence this is the first study which investigates JWFA's job and hence status of Jordanian women at job is inseparable, it is worth highlighting the outcome of empirical research concerning Jordanian women at work in general which will provide a general background about the status of Jordanian women at work and identifying obstacles and

challenges facing Jordanian women in job due to social, cultural, organizational and legislative factors.

Research which is almost all of it conducted in Arabic (for example, Al Rasheed 2000 and 2001; Al Adayleh 1998; Al Farhan 1992) investigated the status of Jordanian women at work in both public and private sectors and it comprised most divisions of these two sectors: educational, public servant, industrial, commercial, banking and finance and other divisions. In all of concerned research the findings indicated that Jordanian women suffer from not having equal opportunities vis-à-vis men regarding their hiring, salary and advancement at work. Research basically attributed this phenomenon to social, cultural, psychological and organizational factors. This research recommends (for Example Al Rasheed, 2001) that particular strategies such as enhancing awareness among Jordanian people of the importance of the equality issue between men and women, considering qualifications rather than gender in management of human resources, finding facilities to enable women performing the dual role they assume at home and at work, establishing women's organizations to empower them in jobs and the participation of leaders of organizations in the private sector in workshops and symposiums to listen for the voice of working women and in turn reaching new perspective for empowering women at work.

Fortunately, a recent study (Alsarayreh and Al Matarneh 2011) investigated the status of Jordanian women working at related sector to the aviation sector and FA job, i.e. travel and tourism, and published in an international journal. The following is a review of this study. The study was conducted on a number of travel and tourism organizations in Jordan. It aimed at investigating obstacles facing Jordanian women in these organizations in accessing senior positions in their organizations. The sample of the study was 150 employees of both sexes working in these organizations. The study used questionnaire in its survey of the sample members' perception towards obstacles facing women employees in attempting to advance to higher positions. The findings of the study revealed that Jordanian women face obstacles

derived from administrative, psychological and social factors in their attempt to climb the ladder and in attempting to reach senior positions in their organizations. The study recommendations include enhancing women professionalism at work, women should adopt reason rather than emotion and having more confidence in doing their jobs, changing the societal view towards women as less capable and the need for husbands cooperation and assistance in handling the duties of the family and home. Accordingly, the outcome of this recent study is in line with the outcome of previous research. That is Jordanian women suffer from inequality at job and obstacles facing their opportunities for advancement at work due to social and organizational aspects do exist.

In the Arab world too, women face obstacles and challenges at work similar to Jordan and more than what women face in other places of the world at the same level of development.

Al Mazro'ei (2010) who conducted her research on Omani women working in the tourism sector found that women in this sector face social and organizational obstacles similar to those found by Al-sarayreh and Al Matarneh (2011).

Al- Dajani (2010) who conducted her research on Arab women work in Arab countries pointed out (p12): "Potential barriers to women economic participation in Arab countries include policy and legislation, rising unemployment, regional intra-migration, changing family patterns and dynamics, socio-cultural discrimination and structural adjustment programmes".

She recommended the following methodological approach in order to weaken barriers to women participation in economy generally:

- A continuous focus on gender as a basic component of all social life.
- Raising awareness among women and in society.
- Challenging the objectivity norms that discriminate against women within social research.

- Recognizing the exploitation of women in research
- Emphasizing women's empowerment through research

2-4-2 Review of FA's international empirical research

A common thread among international empirical research concerning Women Flight Attendant (WFA) is that FA's contrary to the general perception carry out their duties under stress and under less favourable conditions. Their job entail difficulties as well as challenges but at the same time rewards of the job and understanding its particularities by airlines management are not parallel to the difficulties, risks and constraints of this type of job. The following is a review of a number of pertinent studies conducted on WFA in various companies from different countries.

Lessler 1984; 1985

The base of these two studies is a field study of three years duration (1977-1978 and 1980-1982) during which the researcher conducted (44) in-depth interviews lasting 2-5 hours each in two airlines one unionized and one none unionized in USA. The questions of the study centered around decisions to seek employment, task structure, division of labour, use of leisure time, family and personal life and future plans. The analysis of data was based on constant comparative method and grounded theory: a heuristic evaluation of qualitative factors that generates theory from accumulated data.

The 1984 study emphasis was the relationship of FA career to societal environment where the study shed the light on FA career within the context of the movements of civil rights, women and health and safety. The researcher found that these movements influenced positively FA career and enabled WFA. Civil rights movement promoted WFA to challenge the legality of airline rules regarding age and marital status. Women movement reinforced value of seriousness of women commitment to a career and enabled WFA to challenge traditional notions of incompatibility of occupation and family. The health and safety

movement enabled WFA to recognize their long term career investment.

A key emphasis of the 1985 study was health matters concerning WFA including health problems, their significance and their implications; sensitivity of the problems and impressions of others; tolerance to these problems and options perceived to deal with them. Among the health problems the study revealed were varicose veins, low backache, bunions, hearing loss, diminished pulmonary functions and early menopause. Moreover, the study revealed that WFA suffered from distortions and from accelerations of flow of time they experienced which became time-induced pattern of health and ageing problems. This derived from lack of humidity in cabin, low oxygen and other causes including uncertain tasks due to large number of passengers, increasing duties after adding entertainment activities, fatigue from walking and pushing 250 pounds carts uphill, time zones differences and their effect on the biological and nerve system and from increased take-offs and landing which increase exposure to engine noise, acceleration and pressure changes. The study recommended various strategies to deal with above mentioned health problems including: good nutrition, exercise, rest and sleep, comfortable shoes and putting non medicinal saline drops in the eyes and nose.

MacDonald et al 2003

The study which was conducted on (73) WFA's from two commercial airlines aimed to evaluate chronic physical job stressors (noise, vibration, limited working space and to a less importance: anxiety, flight phobias and post traumatic stress), content job stressors (role ambiguity, role conflict, supervisor support co workers support, and task control), and non work stressors (recent major life event, conflict or hostility at home, preschool-aged children at home) among WFA's and to examine relationship between them and psychological distress and job satisfaction. The findings revealed that stressors: high mental and or psychological job demand, imbalance between job demands and outside obligations, low supervisor support and emotional load

have substantive effect on psychological distress, perceived stress and job dissatisfaction.

Sharman R. and Shrivastava (2004)

The aim of this study was to document the incidence and effects of "jet lag" or rapid time zone change syndrome (refers to symptoms derived from aircraft crossing time zones at almost the same rate as the earth rotates). Jet lag degrades: attention, short-term memory, decision making, and entire job content of FA suffers. The study conducted a questionnaire survey on (462) FA from an important commercial airline and suggested remedial measures in the medical training and operation spheres. Results revealed that hypertension, CAD and Diabetes mellitus were the most common chronic diseases encountered the participants. It also found that 91.1% reported symptoms of Jet Lag. The study also revealed that coping mechanisms to deal with the consequences of Jet lag included alcohol or drugs to induce sleep, exercise or forced sleep. The remedial the study suggested include non pharmacological methods – pre flight preparation, exercise; pharmacological methods: drug therapy, administering melatonin; and designing and scheduling shift work.

Sonnentag and Natter 2004

The objective of this study was to investigate how WFA's experience their off job time and how they recover from work on a day to day basis. The study was conducted on a sample of (47) WFA's from German airlines (35 were German, others were Swiss and Austrians) who spent some of their events at home and some of their events at a hotel. WFA's were asked to fill a daily survey covering their activities on four working days. Findings revealed that WFA's spent less time on job related activities, less time on households and children activities and more on social activities when staying at hotel.

Kelleher and Mcgilloway 2005

The study examined work related stress (WRS) among Irish FA's. A standardized test designed to evaluate WRS and a background ques-

tionnaire was administered to (70) WFA's. Results revealed that WFA's experienced high levels of WRS in areas that have important implications for their health. It highlighted the need for appropriate recognition of these implications and the need of formal support to overcome them. The study showed that WFA's typically perform dual role: safety and service. High level of safety measures following the events of September 11, 2001 obscured FA safety role. The study pointed out that contrary to the public image that FA's are service oriented employees, FA's performance include: direct the evacuation of airplanes, handle explosive devices, and manage, control, and restrain passengers who are violent, disorderly or abusive.

Chang and Chiu 2009

The Study was conducted on (353) Taiwanese WFA's and surveyed their attitudes towards emotional labour, the status of their emotional exhaustion and the relationship between the two. The results revealed that emotional labour (measured by five themes: basic emotional expression, surface acting, deep acting, multiformity and interpersonal interaction) was high to medium and emotional exhaustion was medium; emotional labour had significant positive impact correlation with emotional exhaustion. Among perspectives of emotional labour, qualities of deepen masking and multiformity had significant effect on emotional exhaustion. The study recommended that airlines should consider carefully how to decrease their employees' feeling that they must engage in deep acting; they should also consider more carefully their treatment of employees; and whether they should be more understanding and tolerant of employees.

Stolerolf and Correia 2009

The study was conducted on (453) Portuguese WFA's and aimed to explore social attitudes pertaining to the perception of risk due to professional activity and work conditions. It surveyed perception and attitudes of WFA's regarding health, safety, working conditions as well as issues of reconciliation between work and private life and issues involving the role of the union. Problems were classified into

those felt during work derived from or because of professional activities and which of these problems justified absence of work. The findings revealed that excessive fatigue, muscular skeletal and hearing problems ranked highest among the health problems and ranked the highest in terms of justifying absence from work. Regarding the working conditions influence, irregularity in work schedules, air quality, noise on board and food ranked the highest. Concerning priorities of trade union demands, lowering of retirement age, reduction of in-flight work time and improvements in health and safety conditions within cabin were the top priorities.

Roma *et al* 2010

The study which covered (6454) American FA's attempted to measure sleep patterns and neurocognitive performance over 3-4 week period in (202) U.S. based FA of all seniority levels working for network, low cost, and regional carriers embarking on domestic and international flight operations. Outcome of the study revealed that FA slept 6.3 hours on days off, 5.7 hours on work day, fell asleep 29 minutes after going to bed, and awoke four times per sleep episode. FA on international lines slept significantly less than domestic 4.9 hours in comparison to 5.9 hours, and all FA exhibited significant impairments during pre-work PVT (psychomotor vigilance test) tests when compared to their optimum baseline performance.

Chen and Kao 2012

This study was conducted on (365) Taiwanese WFA's and aimed at investigating the antecedents and consequences of burnout and isolation among WFA's. Findings revealed that job demands are the main initiators of burnout which in turn impair personal health. It also found that incompatible pressures from work and family domains produce tensions and stress and lead to exhaustion and affect FA well being. Moreover, lack of support also contributed to burnout. The study suggested some policies to improve overcoming this negative influence including work-family balance; enhancing emotional resources such as patience and understanding; and providing them with

more job resources such as peer support and professional development.

Filipieva (2012)

This study with a Russian source explores various aspects of FA job and FA's personality based on the outcome of surveys covering large samples of passengers from various occupations as well as from applicants for Flight Attendants jobs and other employees of airlines (number of participants as of 2004 was 7,648) over a lengthy period of time (1994-2004). The aim was to assess these participants' perception towards various features of FAJ and to build a data bank and to identify 'psychological demands' of FA's for the purpose of recruiting and training FA's. The study examined temporal (e.g. work rest routine) and spatial (e.g. crowded conditions) characteristics of FA's job.

The study results revealed key aspects of the content and peculiarity of FA's job. It concluded that the unfavourable conditions of performing the FA job put it at 'List No. 1' of the professions with harmful or dangerous working conditions in Russia. The study results revealed the following contradictions in FA job:

- Work duties are service duties and emergency duties.
- Official job description is a crewmember at the same time is not a member of a flight crew – though both are exposed to the same working conditions (cabin and Cockpit crew (pilots)).
- The temporal contradictions are connected to: transmeridian flight, time differences, rest regime routine and adaptation to rhythm of flights (social and family life).
- Human beings are borne not to fly but to live and work on earth. Temporal-spatial contradictions require a FA to retain personal integrity, internal unity of spirit, soul and body.
- Contents of FA's job and its psychological components and the image of the profession are not viewed realistically in society. Most people think that FA's job is easy and romantic while in reality it is a physically demanding, life-taking job.

- Physical state and health of FA's; where they perform duties inside and outside airplanes with constant changing itineraries, differences in temperatures and seasons, extreme and frequent changes in climate and weather conditions.
- Despite effects on their emotional state caused by prolonged and strenuous work in stressful conditions and their negative consequences on adaptation, sleep, fatigue, and mental exhaustion, FA's are compelled to outwardly preserve and display: dignity, amiability, charm, calmness, affability...etc. in a beaming smile, particularly in emergency situations.
- In communications, FA's operate within two different ranges simultaneously: physical (intimate, personal, official, public) and psychical. FA's operate within three systems of communication: FA –FA, FA – Cockpit crewmember, FA – passengers which they differ in quality and variety.
- Maldistribution of periods of activity in the working process, which require mastering the essential methods of self adjustment to calm down quickly, to relieve stress and to mobilize for subsequent activities.
- Strict regulations and rules and the necessity to exercise creative approach in the selection of ways and methods of fulfilling standard procedures and of solving professional problems and conflict.
- Disagreement of job related responsibilities with the requirements of real situation on board a plane (seat belt in landing\taking off) and emergency cases.

The outcome of this study enhances the needed skills and abilities for FA's which are addressed in sections 2-3-2-2, 2-3-2-3 and 2-3-2-4 above.

2-4-3 Relating the current study to FA's empirical research

As said in the preface above the focal points this research revealed are concerning the less favourable conditions of FA job, the difficulties and the challenges WFA's face at their job as well as the incompatible situation between WFA's rights and rewards and their job requirements.

The outcome of the above reviewed empirical research constitutes main components of the questionnaire which was employed to survey JWFA's perception of concerned dimensions of FA job at the three national airlines as will be clarified in the methodology chapter in this dissertation.

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Chapter Three: Methodology

An explanatory analytical type of methodology is adopted in this dissertation. The dissertation which is the first of its type in Jordan explores various issues related to JWFA's job and sheds the light on them. These include pillars of the job, experiencing emotions at job, working conditions and priorities for improving them, methods of dealing with sexual harassment, job satisfaction and health and safety matters, as well as reasons behind the less attractiveness of FA job to Jordanian women. The dissertation also attempts to analyze impact of particular demographic and organizational factors on participants' perception towards concerned dimensions of FA job.

In this chapter, issues related to the study society and sample, the structure of the questionnaire, data collection, statistical techniques used in analysis, reliability of the instrument of measurement, scale of measurement and limitations of the study are illustrated and explained.

3-1 Society and sample of the study

The society of the study is Jordanian women flight attendants at Royal Jordanian, Royal Falcon and Jordan aviation airlines. The sample is composed of (80) WFA's of various backgrounds from these three companies whom were chosen based on convenient basis through the researcher's, who is FA, connections or through her circles of FA's. Each of the participants was met by the researcher and filled the questionnaire of the study in person.

3-2 Structure and development of the questionnaire

The questionnaire launched in investigation is composed of two parts. The first is the background of participants which introduces key demographic and organizational factors.

The second part is composed of two sections.

Section (A) concerns the exploration of key components of FA job and is constituted of five dimensions. These are: Pillars of FA job; experiencing emotions at job; health, safety and working conditions of FA job and priorities for improving conditions at job; methods of coping with sexual harassment at job; and job satisfaction. Section (B) concerns the dimensions of less attractiveness of FA job to Jordanian women. These are social and cultural, psychological, legislative, and job factors.

The structure and the development of the questionnaire components passed through various stages. First, the researcher surveyed pertinent research related to FA as well as to obstacles facing Jordanian women at work in general in both public and private sector. This aimed at spotting those key themes the FA literature both conceptual and empirical emphasized. Beside, knowing the main findings of Jordanian empirical research related to women at work. The themes derived from the review of FA literature constitute the grounds, as will be explained shortly, of the five dimensions of section (A) in part two of the questionnaire. The findings of Jordanian women research constitute the grounds of section (B) of part two of the questionnaire (reasons behind the less attractiveness of FA job to Jordanian women).

The second stage was building items of various dimensions of sections (A) and (B) of part two of the questionnaire.

The items of relevant empirical research related to the five dimensions of section (A) of part two of the questionnaire were either developed totally by the researcher with the help of her supervisor (Dimension 1) or were adopted as they launched in relevant empirical research (Dimension 3, 4, and 5) or were refined and amended by the researcher with the help of her supervisor to accommodate the goals of the current study (Dimension 2) as explained below.

The (19) items of section (B) of part two of the questionnaire concerning the less attractiveness of FA job to Jordanian women were developed by the researcher with the help of her supervisor with ref-

erence to those main obstacles (social, cultural, psychological, legislative and organizational) Jordanian women facing at job in various sectors which were highlighted by relevant Jordanian research.

Dimension 3 (health and safety...) of section (A) of part two was adopted from (Stolerolf and Correia 2009); Dimension 4 (methods of coping with sexual harassment) of section (A) of part two was adopted from (Ulusoy *et al* 2011). Dimension 5 (job satisfaction) of section (A) of part two was adopted from (Johnson 2004).

The third stage was conducting a pilot study on (10) JWFA's to assess the clarity of the contents of the questionnaire and to be sure that they were no misunderstanding or ambiguity in dealing with the questionnaire contents. The questionnaire was amended based on the feedback received from the pilot study. The questionnaires of the pilot study were excluded from analysis.

The fourth stage was the validation of the questionnaire where five lecturers in the field of management were asked to review the questionnaire and to comment on its components. The questionnaire was also amended based on this group remarks.

The fifth and last stage was the distribution of the questionnaires on the study sample in person where each participant was met and filled the questionnaire in attendance of the researcher who was answering the participant enquiries about the questionnaire items if there were any.

3-3 Statistical techniques used in analysis

SPSS was applied in analyzing the data of the empirical study of the dissertation.

Descriptive statistics including frequencies, mean, standard deviation and percentages were applied in order to identify main indicators of the various dimensions of the questionnaire and for interpreting the relevant data related to the study questions and its descriptive hypothesis.

Gronbach Alpha reliability test was applied to assess the reliability of relevant dimensions of the questionnaire and to assure that they are measuring what they intend to measure.

Non parametric statistical techniques (Kruskall-Wallis and Mann-Whitney) were applied to assess the significant impact of concerned demographic and organizational factors on the participants' perception towards concerned dimensions of the study.

3-4 Data collection

As mentioned before the questionnaires were distributed by the researcher personally to each participant who filled it in front of the researcher who was answering inquiries if there were any.

3-5 Reliability of the instrument of measurement

Gronbach Alpha was applied on a number of dimensions of the instrument of measurement which meet the conditions of applying this test (particularly the coherence of the items measuring the concerned dimension based on a theoretical\conceptual theme(s) or framework(s)) to derive to the internal validity of the instrument. Therefore, some dimensions of the instrument of measurement were excluded from this verification hence they do not meet this condition.

Dimensions which meet, to a good extent, the condition of the coherence of the items based on conceptual theme(s) or framework(s) are pillars of FA job, experiencing emotions at job, methods of sexual harassment, priorities to improve conditions of job and job factors as one of the dimensions of the less attractiveness of FA job to Jordanian women. Dimension of general job satisfaction is included despite the fact that it was not based on sound theoretical framework. This is due to two reasons. The first is the space requirement of writing and the possible diversion of the dissertation if an expanded treatment of this well researched concept is applied. The second is the imitation of the style of a relevant MA dissertation (Johnson 2004) from which this dissertation adopts the brief and general structure of this dimension.

Table (3-1): Scores of Gronbach Alpha applied on concerned dimensions of the instrument of measurement, (N=80)

Dimension	Gronbach Alpha
Pillars of FA job	0.5745
Experiencing emotions at job	0.6429
Methods of coping with sexual harassment	0.6299
Priorities to improve conditions of job	0.5097
General job satisfaction	0.4276
Job factors as a cause of the less attractiveness of FA job	0.7226

As table (3-1) shows the scores of Gronbach Alpha exceeds the acceptable level of testing (0.5) except the general job satisfaction dimension which is marginally below the acceptable level. The justification of this lower score is addressed above.

It is to be noted that the testing of impact of concerned demographic and organizational factors on the dimensions of FA job are applied on these six dimensions.

3-6 Scales of measurement

Likert scales (3, 4, 5) were used in measurement according to the nature of dimension. The (yes - no) scale of measurement was applied in Dimension 3 section (A).

The criterion of judging the results of analysis was based on the following:

Likert 3

Less than 1.67	low
1.67 to less than 2.34	moderate
2.34 or more	high

Likert 4

Less than 2	low
2 to less than 3	moderate
3 or more	high

Likert 5

Less than 2.33	low
2.33 to less than 3.67	moderate
3.67 or more	high

3-7 Limitations of the study

- 1- Absence of Jordanian or Arab theoretical or empirical research on WFA's which limit the opportunity to build on the previous national research and to compare the outcome of the dissertation with the findings of such a research. Consequently, external validity of the findings of the dissertation suffers.
- 2- The need for meeting each participant and to assure the proper interaction with the questionnaire contents takes longer time than expected and limited the number of collected questionnaires.

Chapter Four: Research Findings: Presentation of empirical outcome of dissertation

4-1 Part one: Background of the research sample

The following table shows the distribution of the study sample according to a number of demographic and organizational factors.

Table (4-1): The distribution of the study sample according to concerned demographic and organizational factors (N=80)

Factor	Frequency	%
Type of company		
Royal Jordanian	24	30
Royal falcon	26	32.5
Jordan aviation	30	37.5
Age		
20-25 years	16	20
26-30 years	37	46.2
31-35 years	23	28.8
36 or more	4	5
Education		
Tawjeehi	24	30.4
diploma	26	32.5
University	29*	35
Type of university education (N=29)		
Humanities	7	24
Social sciences	6	20.5
Business studies	10	35
Others	6	20.5
Experience		
1-5 years	40	50.0
6-10 years	27	33.8
11 years or more	13	16.3
Salary		
Less than JD 500	1	1.3
501-750	28	35.0

751-1000	27	33.8
1001 -1250	22	27.5
More than 1250	2	2.5
Language		
Arabic and English	59	73.8
Arabic and English and French	16	20.0
Arabic and English and others	5	6.2
Religion		
Muslim	56	70.0
Christian	24	30.0
Social status		
Single	52	65.0
Married	19	23.8
Divorced	9	11.3
No of children (N=28)		
No children	7	8.8
One child	13	16.3
Two children	5	6.3
Three or more	0	0
Father education		
Tawjeehi	23	28.8
Diploma	25	31.3
University	30	37.5
Mother education		
Tawjeehi	31	38.8
Diploma	30	37.5
University	17	21.3

2 This figure includes one with a master degree

AS shown in table (4-1) the highest number of FA sample of (37.5%) are from Jordan aviation, followed by (32.5%) from Royal Falcon and the least of 30% are from Royal Jordanian. AS said in methodology chapter the sample is convenient and not representative and the researcher connections were more found in Royal Aviation and Royal

Falcon. In a more representative sample the majority of the sample would be from Royal Jordanian where number of FA's is much higher than the other two companies.

Regarding age the table shows that almost half of the sample (46.2%) is in the (26-30) years group, followed by (28.8%) of (31-35) years group and the third group of (20%) is from the (20-25) group. The lowest number is represented by (5%) from those who are 36 years old or more. The structure of the sample age where the substantial majority of the sample (95%) are in the range of (20-35) years indicates the young age of its members. It is known that most airlines' companies' policies discourage keeping WFA's when they turn 35 or more.

As for education, the table shows that the highest percentage of FA of (35%) has university degree, followed by (32.5%) who have diploma and (30.4%) who have Tawjeehi certificate. Given the fact that high unemployment rate prevails among Jordanian women with university degree, it is expected that FA with university degree to increase in the future.

Table (4-1) shows that the highest percentage of university degree holders of (35%) is from business studies area, followed by (24%) from humanities and by (20.5%) from each of social sciences and other fields. FA job is not a functional job restricted to specific specialization and it accepts various areas of university education.

Experience of FA as the table shows where (50%) have less than 5 years experience and (33.8%) have (6-10) years experience is in line of FA younger age. As mentioned above in the age section airlines companies prefer WFA not to stay long in their job.

The table shows that the highest percentage of (35%) of FA sample receives a salary in the range of (JD 501-750), followed by those who receive a salary in the range of (JD 750-1000) who constitute (33.8%) of the sample, followed by those who receive a salary in the range of (JD 1001-1250) who constitute (27.5%) of the sample. Those who receive salary of less than 500 or more than 1250 are very few. They are

(1.3%) in the first and (2.5%) in the second. Given the young age of the sample members and their relatively low experience, it is safe to say that FA salaries in Jordan are relatively high and competitive in comparison with other salaries in other service jobs in the private and public sectors.

Table (4-1) above shows that FA's speak English beside Arabic. And (20%) speak French beside English and a few of about (6%) know some other languages beside English and French. It is known that a requirement of FA job is to communicate of at least one international language.

As for religion, the table shows that (70%) are Muslim and (30%) Christian.

Regarding marital status, the table shows that majority of (65%) of FA's are single, (23.8%) are married and (11.3%) are divorced. It can be said that the nature of FA job might delay the age of marriage of this job holders. As the table also shows of those who are married or divorced the majority of them (13 out of 25) have one child and 5 have two children and 7 have no children. This can be justified by the young age of FA and by the nature of the job which does not encourage bringing bigger number of children.

Regarding FA parents the table shows that (68.8%) of FA fathers and (58.8%) of FA mothers have either university degree or diploma and the remaining have Tawjeehi certificate. This indicates that FA sample came from an educated family background.

4-2 Part two: Discussion of the research questions and assessment of the descriptive hypothesis

4-2-1 Section (A): Related issues to FA job

4-2-1-1 Dimension 1: Pillars of FA job

Table (4-2): Means, standard deviations and degrees of result of dimension 1 items "pillars of FA job" (N=80), Likert scale is 4

no	Pillars of FA job	Mean	Standard deviation	degree
1	FA job provides me with job security	2.53	0.573	moderate
2	FA job provides me with high income in comparison with other jobs suit my qualifications	2.29	0.644	moderate
3	I have no opportunities for other jobs suit my qualifications	2.20	0.644	Moderate
4	FA job provides me with independence and freedom	3.54	0.501	High
5	FA job provides me with opportunities to visit different countries	3.58	0.497	High
6	FA job provides me with a career. i.e. it is a professional job with opportunities to advance to higher levels in the organization	2.75	0.684	Moderate
7	FA job is highly respected job in my society	2.19	0.428	Moderate
8	The requirements of FA job specifically	2.39	0.606	Moderate

	service and security skills meet my qualifications and preferences			
9	FA job provides me with the opportunities to interact with a variety of people with different backgrounds and cultures and in turn contribute to my personal development and awareness	3.01	0.112	High
	Mean average	2.72		Moderate

Table (4-2) shows that pillars of FA job dimension received a moderate mean average of 2.72, which means that JWFA's are moderately attracted to the FA job. This result confirms descriptive hypothesis (H1).

Table (4-2) shows that the most attractive pillar for JWFA's in FA job are the opportunities to visit other countries which ranked first with a high mean of 3.58 as well as the feeling of independence and freedom which ranked second with a high mean of 3.54. It is true that FA job perhaps the most enabling job of visiting other countries and this is considered a distinct feature of the job. Given the restrictions the social structure in Jordan and the Arab world in general impose on women freedom and independence, the sample of the study expressed their passion for being free from such constrains and scored high on this item. An article published in New York Times newspaper (Zoepf 2008) shed the light on how Arab women in the Gulf is attracted to FA job to enjoy the privilege of independence and freedom the job provides.

The personal development derived from the opportunities of interacting with different people of various cultures and background ranked third with a high mean of 3.01, followed by the professionalism of FA job with a moderate mean of 2.75. This is followed by job security, the skills of job meeting preferences, income, no opportunities for other jobs and respect of FA job in society with moderate means of 2.53, 2.39, 2.29, 2.20 and 2.19 respectively. As the table shows the lowest pillar of FA job is the societal respect of the job. It is to be noted that the conservative Jordanian society does not view highly jobs

which allow a high level of freedom and independency for women such as FA job and, in general, discourages women from joining flight jobs.

The low scores of standard deviation as shown in the table indicate that the sample perception of the items of this dimension are close to each other and agreement on the importance of these pillars is found among them.

4-2-1-2 Dimension 2: Experiencing emotions at job

Table (4-3): Means, standard deviations and degrees of result of dimension 2 items "experiencing emotions at job" (N=80), Likert scale is 5

no	Item	Mean	Standard deviation	degree
1	My job made me feel excited	2.46	0.693	moderate
2	My job made me feel depressed	2.56	0.653	moderate
3	My job made me feel enthusiastic	2.39	0.665	moderate
4	My job made me feel frightened	2.26	0.951	low
5	My job made me feel furious (intense)	3.01	0.771	moderate
6	My job made me feel fatigued	3.55	0.571	moderate
7	my job made me feel satisfied	3.18	0.725	moderate
8	My job made me feel energetic	2.46	0.635	moderate
9	Acceptance of control of feelings to create good feelings in passengers	4.73	0.449	high
10	Experiencing the management of feelings as a source of satisfaction	1.53	0.503	low
	Mean average	2.81		moderate

Table (4-3) shows that Jordanian WFA experiencing moderate emotions at the job with a mean average of 2.81. This means that the findings of the study are in parallel with the FA literature which draws the attention to this important theme. This result also confirms descriptive hypothesis (H2)

The table shows that acceptance of control of feelings to create good feelings in passengers ranked first with a very high mean of 4.73. This is followed by the fatigue FA's feel at the job with a moderate mean of 3.55, and by the feeling of satisfaction at job with a moderate mean of 3.18. Feeling of intense, depression, excitement, energetic, enthusiastic, frightened, and experiencing the management of feelings as a source of satisfaction with moderate means of 3.01, 2.56, 2.46, 2.46, 2.39, 2.26 and 1.53 respectively ranked least.

It is noticeable that experiencing the management of feelings as a source of satisfaction ranked the lowest. One of the burdens of FA job as literature of emotional labour demonstrates is the management of feelings as the job requires rather than as FA wishes or desires.

The scores of standard deviation as the table shows indicate that a good level of agreement is found among the sample members on items of experiencing emotions at the job dimension.

4-2-1-3 Dimension 3 Section A: Health and safety problems

Table (4-4): Frequencies reflected in percentages of dimension 3 items "section A Health and safety" (N=80)

Health problems/symptoms	Associated with professional activity (A) %	Justified absence from work (B) %
Dizziness	26.2	11.3
Nausea	12.5	6.3
Vomiting	3.8	3.8
Visual perturbations	15	2.5
Respiratory problems	31.2	26.2
Deregulation of blood pressure	8.9	1.9
Heart problems	1.3	1.3
Excessive fatigue	63.8	38.8
Abnormal loss of appetite	7.6	1.3
Muscular-skeletal problems	52.5	31.2
Hearing Problems	55	23.8
Constant anxiety	23.8	11.3
Constant irritability	13.8	5
Sudden mood changes	26.3	2.5
Excessive difficulty in concentration	22.3	1.3
General ill-being	8.9	8.9
Constant stress	28	7.5

Table (4-4) shows that the most health problem or symptom FA suffers from is the excessive fatigue which received 63.8% of the sample

reply, followed by hearing problems and muscular-skeletal problems which received 55% and 52.5% of answers. Respiratory problems, constant stress, sudden mode change, dizziness, anxiety and difficulty in concentration with percentages of 31.2%, 28%, 26.3%, 26.2%, 23.8% and 22.3% respectively came at second level in their impact on FA health. Problems of less importance in affecting FA health were constant irritability, nausea, deregulation blood pressure, general ill being, abnormal loss of appetite, vomiting and heart problems which receives percentages ranging from 13.8% to 1.5%. The outcome of this dimension is in line with the findings of international similar research (for example, Stolerolf and Correia 2009)

The findings of this dimension confirm descriptive hypothesis (H4).

According to the sample, the most health problem justified absence from work was excessive fatigue which received 38.8% of replies, followed by muscular-skeletal problem, respiratory problems, and hearing problems which received 31.2%, 26.2% and 23.8% of replies respectively.

It is to be noted that, as table (4-3) findings above show, fatigue ranked second in terms of experiencing emotions. This substantiates the result of this dimension in which fatigue ranked first as health problem. In this regard, it is worth mentioning that two US federal concerned agencies conducted two lengthy studies (Roma *et al* 2010, Hauk *et al* 2011) on the negative impact of fatigue on FA employees. These two studies contain extensive recommendations on how to deal with fatigue at FA jobs.

4-2-1-4 Dimension 3 Section B: Working conditions

Table (4-5): Means, standard deviations and degrees of result of dimension 3 section B items "working conditions" at job (N=80), Likert scale is 3

no	Working conditions	Mean	Standard deviation	degree
1	Irregularity in work schedules due to sequence of flights	2.72	0.453	High
2	Air Quality	2.45	0.501	high
3	Noise on board	2.54	0.501	High
4	Work Equipment	2.65	0.480	High
5	Food	1.76	0.767	low
6	Ergonomics of space devoted to use of cabin crew	2.71	0.455	high
7	Distribution of space for circulation of cabin crew within airplane	2.65	0.455	High
	Mean average	2.50		high

As table (4-5) shows the adverse working conditions of FA job receives a high mean average of 2.5 which means that FA perform their duties under harsh circumstances in comparison with other services jobs. This result confirms descriptive hypothesis (H5)

The table shows that irregularity of work schedules ranked first with a high mean of 2.72, followed by limited space in cabin, work equipment and distribution of space for circulation with a high mean of 2.71, 2.65, and 2.65 respectively. Then, came noise on board and air quality with a high mean of 2.54 and 2.45. The least adverse working condition with a low mean of 1.76 is food.

The relatively low scores of standard deviation the table shows indicate that the sample has a reasonable degree of agreement regarding the adverse working conditions.

4-2-1-5 Dimension 3 section C: Priorities for JWFA's for improving working conditions at job

Table (4-6): Means, standard deviations and degrees of result of dimension 3 section C items "priorities for Jordanian WFA for improving conditions at job" (N=80), Likert scale is 4

no	Priorities	Mean	Standard deviation	degree
1	Lowering of retirement age	3.56	0.554	High
2	Reduction of in-flight work time	3.48	0.582	High
3	Improvements in health and safety conditions within cabin	3.69	0.495	High
4	Increase in intervals between flight service	3.56	0.500	High
5	Wage increase	3.46	0.556	High
6	Job security	3.62	0.489	High
7	Flexibilization of work schedules	3.63	0.485	high
	Mean average	3.57		high

Table (4-6) shows that FA priorities for improving the conditions of their job received a high average mean of 3.57, which means that there are many measures need to be taken in order to meet the expectations of FA at their jobs.

The table shows that all mean scores for the seven priorities were high. The range of mean scores among these priorities is narrow and it ranges between the highest mean score of 3.69 which was for improving the health and safety conditions and the lowest mean score of 3.46 which was for wage increase. In between came flexibility of work schedule, job security, increase intervals between flights, lowering retirement age, reduction in work flight tome and wage increase with high mean averages of 3.63, 3.62, 3.56, 3.56, 3.48 and 3.46 respectively.

The table shows that standard deviation scores are low and this indicates an agreement among the sample regarding their priorities for improving the conditions of the job.

4-2-1-6 Dimension 4: Methods of coping with sexual harassment at job

Table (4-7): Means, standard deviations and degrees of result of dimension 4 items "methods of coping with sexual harassment at job" (N=80), Likert scale is 4

no	Methods	Mean	Standard deviation	degree
1	Discharging or asking to discharge the harasser	3.11	0.45	High
2	Stopping all contact with the harasser	3.25	0.516	High
3	Showing rejection (verbally or physically)	3.24	0.509	High
4	Behaving as if nothing had happened	1.08	.0309	Low
5	Asking for help from managers or colleagues	3.70	0.537	high

6	Showing a sense of humor, trying to make a joke, trying to turn the conversation to a different subject	1.05	0.273	Low
7	Showing a hostile attitude	1.00	0.000	Low
	Mean average	2.35		moderate

Table (4-7) revealed that methods for dealing with sexual harassment received a moderate mean average of 2.35, which means that FA cope with sexual harassment in a reasonable and moderate manner.

The table shows that asking for help from managers or colleagues with a high mean of 3.7 ranked first, followed by stopping all contacts with the harasser with a high mean of 3.25 and by showing rejection verbally or physically with a high mean of 3.24 ranked second and third. While positive attitudes towards harasser were rank very low with means of 1.08 and 1.05. However, FA's restrain their anger towards harasser and do not show hostility where the mean score of this item ranked the lowest and was 1 only.

The low scores of standard deviation indicate an agreement among the sample regarding the methods they apply in coping with sexual harassment

4-2-1-7 Dimension 5: General job satisfaction

Table (4-8): Means, standard deviations and degrees of result of dimension 5 items "general job satisfaction at job" (N=80), Likert scale is 4

no	Statement	Mean	Standard deviation	degree
1	In general, I do like my job	3.18	0.471	high
2	All in all, I am satisfied with my job	3.04	0.295	High
3	In general, I like working here	3.25	0.540	High
	Mean average	3.16		high

Table (4-8) points out that generally FA are highly satisfied in their job hence the high mean average of the general job satisfaction dimension of 3.16. This result confirms descriptive hypothesis (H3).

The table shows that FA's liking the place of work ranks first with a high mean of 3.25, followed by liking the job which ranked second with a high mean of 3.18 and by their feeling of satisfaction at job with a high mean of 3.04.

The result of this dimension is indicative. That is to say despite the hassle of FA job and the harsh working conditions, FA's are attracted to this job. Perhaps because of the distinguished pillars of the job

The low scores of standard deviations the table shows indicate an agreement among the sample regarding the general job satisfaction of FA job.

4-3 Part two: Section (B): Dimensions of less attractiveness of FA job to Jordanian women

Table (4-9): Means, standard deviations and degrees of result of dimension 5 items "dimensions of less attractiveness of FA job to Jordanian women" (N=80), Likert scale is 4

no	Statement	Mean	Standard deviation	degree
1	Jordanian society views FA job disfavouably because this job requires women to sleep outside her family (or husband) home	3.34	0.594	High
2	Jordanian society views FA job disfavouably because this job requires women to mix with foreigners of various backgrounds and cultures	3.37	0.582	High
3	Jordanian society views FA job disfavouably because this job encourages women independence and freedom	3.45	0.549	high
4	Jordanian society views FA job disfavouably because of the worries that women might establish illegitimate relationships with men	1.61	0.706	Low
5	Jordanian society views FA job disfavouably because this job weakens women chances of getting married	1.59	0.741	Low
6	Jordanian society views FA job disfavouably because of worries of possible negative impact on women health including her pregnancy and childbirth	2.74	0.568	Moderate
7	Jordanian society views FA job disfavouably because they consider the core of this job is serving food and drinks	1.58	0.632	low

8	FA job is less attractive for Jordanian women because it entails serving prohibited drinks (alcohol) and food (pork)	1.56	0.633	Low
	Mean average of cultural and social dimension	2.41	0.237	Moderate
9	FA job is frightening and subjects to many risks and accidents	2.80	0.586	Moderate
10	FA job is subject to verbal and physical sexual harassment	1.70	0.704	Low
11	FA job involves difficulties in dealing with people from different backgrounds, languages and cultures	3.15	0.601	High
	Mean average of psychological dimension	2.55		Moderate
12	Absence of proper Jordanian legislation that regulates the FA job parallel to many advanced countries that considers the particularities of women social and physiological affairs	3.42	0.632	High
13	Absence of trade union representing Jordanian FA members and advocating their rights and demands	3.49	0.551	High
	Mean average of legislative dimension	3.46		High
14	The core of FA job is serving food and drinks which is incomparable with other enabling jobs that meet my ambition and qualifications	2.29	0.599	Moderate
15	FA jobs have limited opportunities for promotions and advancement in the managerial ladder	2.53	0.573	moderate
16	FA job requires the adequacy of more than one language	2.73	0.499	Moderate
17	FA job requires multi interpersonal skills to enable dealing with people of different	2.96	0.338	Moderate

	backgrounds and cultures			
18	FA job requires a particular type of personality (e.g. calmness, courageous and quick judgment) to deal with the security issues when disfavoured events happen	2.95	0.271	Moderate
19	FA job requires high level of adaptability to cope with drastic changes in time and place	3.00	0.226	high
	Mean average of job factors dimension	2.74		moderate
	Mean average of all dimensions	2.65		moderate

Table (4-9) revealed that, from the perspective of FA sample, social and cultural dimension plays a moderate role behind the less attractiveness of FA job to Jordanian women, which received a moderate mean average of 2.41. According to the sample, the psychological dimension also plays a moderate role to the less attractiveness with a moderate mean average of 2.55; While the legislative dimension contribute by a high degree to the less attractiveness with a high mean average of 3.46. Lastly, the job factors dimension contribution to the less attractiveness is moderate with a mean average of 2.74. The contribution of the four dimensions together to the less attractiveness of the FA job to Jordanian women is moderate with a mean average of 2.65. This means that JWFA's agree with a key hypothesis of this dissertation that social and cultural, psychological, legislative dimensions as well as job factors are causes of the less attractiveness of FA job to Jordanian women. This key hypothesis is represented in the descriptive hypothesis (H6, H7, H8, and H9). The results of this dimension confirm these four hypothesis. These findings also substantiate the findings of Jordanian literature conducted on women jobs in various sector which found that Jordanian women face obstacles at their jobs caused by social, psychological, organizational and legislative dimensions which limit their chances for advancement.

Regarding social and cultural dimensions, the table shows that allowing freedom and independence for women ranked first as society dis-

favourable view towards FA with a high mean of 3.35. This is followed by society disfavourable view that FA job allows women mixing with foreigners with a high mean of 3.37 which ranked second, followed by society disfavourable view that WFA sleeps outside her family or husband home with a high mean of 3.34 which ranked third. The possible adverse health impact on women including her pregnancy ranked fourth with a moderate mean of 2.74. While worries that women might establish illegitimate relationships with men, limiting chances for marriage, serving food and drinks as the core of the job and serving prohibited food and drinks were all insignificant from the perspective of Jordanian WFA's which they received very low means of 1.61, 1.59, 1.58, and 1.56 respectively.

As for the psychological dimension the table shows that the sample gave difficulty in dealing with foreigners of different cultures and background the highest importance as a psychological features of discouraging being FA which ranked first with a high mean of 3.15. This is followed by viewing FA job as frightening and subjects to risks and accidents which ranked second with a moderate mean of 2.80. While viewing FA job as subject to sexual harassment received a very low mean of 1.7 and was viewed as less important factor of discouraging Jordanian women from being FA.

It is known that FA job requires particular interpersonal skills as well as knowing at least one international language to enable FA dealing with the people of different cultures and backgrounds.

Concerning the legislative dimension, the table shows that this dimension received the highest mean average among the four dimensions. The sample considers absence of trade union representing their rights and demands as the most discouraging factor of joining FA job which ranked first with a high mean of 3.49. While the absence of proper Jordanian legislation regulating the affairs of JWFA's and considers their social and physical particularities ranked second with a high mean of 3.46.

It is to be noted as addressed in the literature review in this dissertation that the status of FA job would not be transformed to its current situation without those civil rights, women and occupational health and safety movements as well as the establishment of FA trade unions which first initiated in USA and then introduced in other countries of the world.

Lastly, as for Job factors dimension, the findings of table (4-9) show that the sample considers adaptability to drastic changes in time and place ranked first with a high mean of 3.0 as a discouraging factor of FA job. This is followed by the multi interpersonal skills to deal with people of different cultures and background and the particular personality of calmness, courageous and quick judgment with almost the same moderate mean scores of 2.96 and 2.95 ranked second as discouraging job factors of FA job. The adequacy of more than one language and the limited opportunities for promotion received the lowest weight of importance with moderate means of 2.73 and 2.53 respectively.

It is noticeable that, contrary to expectation, FA provides opportunities for promotion and advancement where the item measuring this aspect has the lowest mean and is considered the least discouraging job factor of FA job.

It is also to be noted that a number of in-depth studies including a well known book "Working the skies: The Fast-paced, Disorienting World of the Flight Attendants" which was published in 2007 by New York University press in USA, as addressed in the literature review chapter, provides an insight view of the difficulties, challenges and particularities that WFA's face at their jobs and revealed its exciting and challenging particularities'.

4-4 Summary of descriptive research findings

Table (4-10): Mean averages scores of the dimensions of FA job and degree of results (N=80)

Dimensions of FA job	Mean average	degree
Pillars of FA job	2.72	Moderate
Experiencing emotions at job	2.81	Moderate
Working conditions at job	2.50	High
Priorities for improving conditions of job	3.57	High
Methods of coping sexual harassment	2.35	Moderate
General job satisfaction	3.16	High
Dimensions of less attractiveness of FA job		
Social and cultural	2.41	Moderate
Psychological	2.55	Moderate
Legislative	3.46	High
Job related	2.74	moderate
Mean average of the dimensions of less attractiveness	2.65	moderate

As table (4-10) shows three of the dimensions of job related factors working conditions, priorities for improving conditions at work and general job satisfaction received high means averages. While three of these dimensions pillars of job, methods of dealing with sexual harassment and experiencing emotions at job received moderate means averages.

It can be concluded that JWFA's perceive their job as hard working conditions type of job and they are keen to see substantial improvements in these conditions. It can be also concluded that JWFA's are moderately attracted to their jobs, experiencing emotions at job at moderate degree, they are in general moderately satisfied in their

job, and they apply methods of coping with sexual harassment in a moderate manner.

Regarding dimensions of the less attractiveness, it can be concluded that JWFA's perceive the legislative factors as the most influential ones. But they perceive social and cultural, psychological and job related factors with moderate influence on the less attractiveness of FA job to Jordanian women.

4-5 Part three: Assessment of relational hypothesis of the dissertation

Table 4-11: Results of Kruskal-Wallis and Mann-Whitney tests of the impact of key demographic and organizational factors on the sample's perception of concerned dimensions of FA job (N=80, P= or less than 0.05)

Factor	dimension					
	Pillars	Emotions	Harassment	priorities	Job sat	Job factors
Type of company					0.000	0.013
Age	0.038					
Education						
Field of education					0.023	
Experience	0.001	0.001				
Salary	0.004	0.027			0.000	
Religion						
Martal status	0.048					
Father education	0.002					
Mother education						

Table (4-11) shows that type of company has a significant statistical impact at the level of confidence of 5% or less on two dimensions of

the study. These are general job satisfaction and job factors as causes of the less attractiveness of FA job to Jordanian women. Based on the ranks of mean scores (which Kruskal-Wallis and Mann-Whitney tests produce to figure out to which of the categories of the concerned factor the result is in favour), the calculation shows that it is in favour of Jordan Falcon for the first dimension (job satisfaction) and is in favour of Jordan aviation for the second dimension (job factors). The first result (general job satisfaction) can be attributed to the friendly atmosphere prevailing at Royal Falcon as well as to their considerable management. The second result (job related factors as cause of the less attractiveness of FA job) can be attributed to the less favourable conditions of work at Jordan Aviation in comparison with Royal Jordanian and Royal Falcon.

Age has a significant statistical impact on pillars of FA job dimension at the level of confidence of 5% or less. The ranks of mean scores show that this result is in favour of those who are 36 years or more. This group might view FA job more favourably than other group because of the financial and professional advantages they enjoy as senior FA's.

Field of education has a significant statistical impact on general job satisfaction dimension at the level of confidence of 5% or less. The result was in favour of business studies field. The nature of this field in comparison with humanities and social sciences puts FA job holders at an advantageous position; hence of the interpersonal skills this field builds in its students and the skill of English language it develops among them as well as the ability of comprehension of business environment it provides, which enable job holders with business studies background to interact with their jobs more meaningfully and more successfully.

Experience has a significant statistical impact at the level of confidence of 1% or less on two dimensions pillars of the job and experiencing emotions at job. The result of the first dimension (pillars of job) shows that it is in favour of FA's with 11 years of experience or more. Longer experienced employees are usually more senior and en-

joy more professional and financial advantages, which reflect on their stronger attractiveness to the job. The result of the second dimension (experiencing emotions at job) is in favour of FA's with 1-5 years of experience. Management of feelings as the job requires rather than as a person wishes is exhausting and it becomes a heavy burden over time. This could be the reason behind having the result of the management of feelings at work in favour of the less experienced FA's.

Salary has a significant statistical impact at the level of confidence of 1% or less for two dimensions (pillars and job satisfaction) at the level of confidence of 5% or less for one dimension (emotions). The results of the first two (pillars and emotions) were in favour of FA's who earn JD 1001-1250. Those who earn higher salary are usually more attracted to their jobs. The high income also might compensate the burden of the management of feelings at job. The third result (job satisfaction) was in favour of FA's who earn JD 501-750. This group is the youngest FA's group and their responsibilities are less than who are older than them. In addition to that it is to be reminded here, as said in the methodology chapter, that the general job satisfaction dimension was built in broad terms and without basing it to the concerned rich literature. That is why results regarding the general job satisfaction are to be viewed as approximate and indicative.

Marital status has a significant statistical impact at the level of confidence of 5% or less on pillar of FA job dimension. The result shows that it is in favour of divorced FA group. Divorced women usually assume less responsibilities than married women and might be attracted to the job even more than single women where their involvement in the job help them to overcome the consequences of divorce.

Father education has a significant statistical impact at the level of confidence of 1% or less on pillars of FA job dimension. The result shows that it is in favour of those fathers with Tawjeehi qualifications. It can be said that lower educational qualification is usually associated with less financially rewarding jobs and less income. Given the fact that high unemployment rate prevail in Jordan particularly among women and the higher cost of living and that almost two thirds of FA

(66.2%) are less than 30 years old and almost two thirds are single (65%), it is safe to say that fathers with Tawjeehie qualifications might encourage their daughters to become FA more than fathers with higher educational qualifications in order to help them in meeting the cost of living requirements.

Table 4-11 shows that religion, FA education and their mother level of education have no significant statistical impact on the concerned dimensions of FA job.

The findings of this part dissertation partially confirms the relational hypothesis of the dissertation regarding impact of concerned demographic and organizational factors on JWFA's perception of concerned dimensions of FA job. The weight of this partial confirmation varies from one factor to another. Salary is ranked first with an influence on three dimensions; each of type of company and experience ranked second with an influence on two dimensions. Each of age, field of education, marital status and father education ranked as the least influential factors, where they influenced one dimension only.

Chapter Five: Conclusions and Recommendations

5-1 First: Conclusions

One: JWFA's are generally young, single, educated, have moderate experience, earn good income, speaks English and coming from an educated family background.

Two: The most important attractors of FA job to JWFA's are the opportunities the job provides to visit different countries and the freedom and independence the job provides.

Three: Parallel to WFA's abroad, as similar international research revealed, JWFA's experience emotional labour at job with a noticeable higher degree of the management and control of feelings to create good feelings in passengers (mean 4.73 at Likert 5 scale) and with an excessive degree of fatigue derived from the job.

Four: Parallel to similar international research findings, JWFA's perceive FA job as a source of diseases affecting their health and safety, particularly excessive fatigue, hearing problems, muscular-skeletal problems and respiratory problems.

Five: JWFA's generally like their jobs and their organizations and achieve satisfaction in their jobs.

Six: The core of JWFA's duties and responsibilities is safety and services and comprise a high number of varied activities.

Seven: Among the required skills for JWFA's jobs are communication, active listening, service orientation and English language.

Eight: JWFA's perform their duties and responsibilities under harsh working conditions including irregularity in work schedules, limited space in cabin, noise on board, air quality, and work equipment.

Nine: JWFA's top priorities for improving their work conditions are improvements in health and safety, flexibilization of work schedules, job security and lowering retirement age.

Ten: The most applied methods by JWFA's in dealing with sexual harassment are asking for help from managers or colleagues, showing physical and verbal rejection and stopping all contacts with harasser.

Eleven: JWFA's perceive the legislative factors (in comparison with social and cultural, psychological and job related factors) represented by absence of proper Jordanian legislation that regulates the FA job with consideration to the particularities of women social and physiological affairs, and absence of trade union representing Jordanian FA members and advocating their rights and demands as the most important factors behind the less attractiveness of FA job to Jordanian women.

Twelve: JWFA's perceive the opportunity FA job provides for women independence and freedom, mixing with foreigners, sleeping outside family or husband home and worries of potential negative impact on women health as the most discouraging social factors that contribute to the less attractiveness of FA job to Jordanian women.

Thirteen: JWFA's perceive specific job factors including adaptability to cope with drastic changes in time and place, multi interpersonal skills to enabling dealing with people from different cultures and backgrounds and the particular type of personality (calmness, courageousness and quick judgment) as the most important job factors that contribute to the less attractiveness of FA job to Jordanian women.

Fourteen: JWFA's perceive the difficulties in dealing with people from different backgrounds, languages and cultures and worries from risks and accidents at the job as the most important psychological factors contribute to the less attractiveness of FA job to Jordanian women

Fifteen: The findings of the dissertation revealed that factors of most significant statistical impact on JWFA's perception towards the concerned dimensions of FA job (pillars, experiencing emotions, methods of dealing with sexual harassment, general job satisfaction, and job related factors as a cause of the less attractiveness of FA job to Jordanian women) were in terms of their importance the organizational factors: salary, experience and type of company which had fair significant impact; and the demographic factors: age, field of education, marital status and father education which had limited significant impact on JWFA's perception towards concerned dimensions of FA job. This outcome indicates that professional maturity, experience and organizational policies which are heavily influenced by the management and organization of Jordanian airlines carriers can affect positively FA job and contribute in making it more attractive to Jordanian women.

5-2 Second: Recommendations

One: Given the fact that FA job is subject to health risks and many diseases because of the working conditions and the requirements of the job itself, and following those developed countries which have issued particular acts to protect employees health and to deal with consequences derived from diseases of job (for example USA which issued the occupational health act in 1970), concerned Jordanian authority should issue occupational health act covering potential risks and diseases of FA job. This meets JWFA's high concern of this important issue as the findings of the dissertation revealed and contribute to making FA job more attractive to Jordanian women.

Two: JWFA's are encouraged to establish a trade union to advocate their demands and interests. The changing political circumstance and constitutional issues in Jordan on the eve of Arab spring were various categories of employees and professionals are allowed to establish their associations and their trade unions are very supportive. This meets a high priority of JWFA's as the findings of the dissertation re-

vealed and it also strengthens the position of FA job in Jordan and make it more attractive to Jordanian women.

Three: Given the outcome of the dissertation concerning health hazards (particularly the excessive fatigue, hearing problems, respiratory problems and muscular-skeletal problems) and the hectic working conditions, it is recommended that management of national airlines carriers taking the required measures to reduce the causes of these four serious health problems JWFA's suffering from. JWFA's priorities for improving the conditions of work including the flexibilization of work schedule, reducing flight time and increasing intervals between flight service; as well as the recommendations of the two extensive studies of federal agencies in USA which we referred to before are of great help in this regard.

Four: Dealing with the consequences of emotional labour which JWFA's experiencing it at remarkable degree (4.73 on Likert scale 5), as the findings of this dissertation revealed, is very important. Management of national airlines carriers are advised to take the necessary action to decrease JWFA's feeling that they must engage in 'deep-acting' in order to enable them avoiding "emotional dissonance" and its adverse consequences on performance and behaviour.

Five: Awareness of the reality of FA job is a necessity for transforming it from a disfavourable to a favourable job. Therefore, shedding the light on its professional requirements including the particular skills, abilities and type of personality, which are found only in talented people, as the research literature review pointed out, is one of the responsibilities of national airlines management as well as public media. This will help correcting the misconception of this job as a fun and enjoyable one and help to substitute the low level of societal respect to this job among Jordanians by a more positive one; eventually this helps in making this job more attractive to Jordanian women particularly those who are more qualified and have university degrees.

Six: Due to the distinct nature of FA job particularly the requirement of being away from home for a good period of time, given

the fact that Jordanian working women at large performs a dual role in her life: taking responsibilities of family and job responsibilities, husbands or future partners of JWFA's understanding, support and cooperation become a necessity in order to enable married or engaged JWFA's succeeding in their jobs.

Seven: In line with (Dajani 2010) pertinent recommendations, the dissertation views Dajani's recommendations of high relevance to its recommendations here and it adopts them and re-present them below as recommendations of this dissertation:

- A continuous focus on gender as a basic component of all social life.
- Raising awareness among women and in society.
- Challenging the objectivity norms that discriminate against women within social research.
- Recognizing the exploitation of women in research
- Emphasizing women's empowerment through research

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ملخص

هذه الرسالة هي المحاولة الاولى التي تبحث واقع وظيفة مضيضة الطيران في الاردن (وربما في العالم العربي).

الرسالة مكونة من قسمين. يتناول الاول حقيقة وظيفة مضيضة الطيران ويبلور العناصر الجاذبة فيها، كما يبلور العمل العاطفي المصاحب لهذه الوظيفة، والمخاطر الصحية ومخاطر الامان فيها، وظروف العمل غير المريحة التي تحيط بها، وطرق التعامل مع التحرش الجنسي المصاحبة لها. اما القسم الثاني فيلقي الضوء على الاسباب وراء ضعف اهتمام المرأة الاردنية (وربما المرأة العربية) بهذه الوظيفة.

طبقت الدراسة الميدانية لهذه الرسالة على عينة ملائمة بلغ حجمها ثمانون مضيضة طيران اردنية تعمل في شركات الطيران الوطنية الثلاث باستخدام الاستبانة.

بينت نتائج الدراسة ان مضيضة الطيران الاردنية عموما صغيرة السن، عزباء، متعلمة، ذات خبرة متوسطة، تحصل على دخل عالي، ومن خلفية عائلية متعلمة. وان اكثر ما يجذب مضيضة الطيران الاردنية لهذه الوظيفة فرص زيارة البلدان الاخرى والحرية والاستقلالية التي توفرها الوظيفة لها. كما بينت النتائج ان المضيضة تمارس العمل العاطفي في الوظيفة، وانها تعاني من المخاطر الصحية فيها، كما تعاني من ظروف العمل غير المريحة فيها، وانها عموما راضية وظيفيا. وانها تنظر الى نقص التشريع الخاص بهذه الوظيفة باعتباره المسبب الاول (بجانب العوامل الاجتماعية والثقافية والنفسية والوظيفية الاخرى) وراء جعل هذه الوظيفة اقل جاذبية للمرأة الاردنية.

كما بينت النتائج بان العوامل التنظيمية (الراتب والخبرة ونوع الشركة) ذات التأثير الابرز على ادراك مضيضات الطيران الاردنيات لابعاد وظيفة مضيضة الطيران.

تضمنت توصيات الرسالة ضرورة اصدار تشريعات تعالج المخاطر الصحية في هذه الوظيفة، وتأسيس اتحاد نقابات يدافع عن حقوق مضيضة الطيران الاردنية، وخلق الوعي بحقيقة وظيفة مضيضة الطيران بانها وظيفة حرفية ذات متطلبات، والقاء الضوء على التبعات السلبية للنوع الاجتماعي على المرأة في البحث الاجتماعي والاداري.

كلمات مفتاحية

وظيفة مضيضة الطيران، مضيضة الطيران الاردنية، العمل العاطفي، المخاطر الصحية في الوظيفة، التحرش الجنسي، النوع الاجتماعي، الجسد والعمل، اسباب ضعف الاهتمام بوظيفة مضيضة الطيران

Appendices

Appendix (1): The questionnaire of the study

Dear Jordanian Women Flight Attendant

Greetings

The attached questionnaire is the ground for investigating the Reality of Jordanian Women Flight Attendants Job and the Reasons behind this Job Less Attractiveness to Jordanian Women. This is the topic of Tahani's dissertation she is conducting as a requirement of the MBA degree at the department of Business Administration at Yarmouk University.

It is our pleasure to submit this questionnaire to you to fill and to express your opinions as an experienced Jordanian Women Flight Attendant (JWFA) concerning various issues related to your job conditions at the national airlines companies and concerning wider issues related to JWFA job in general.

The questionnaire is consisted of two parts the first concerning background information about you and the second concerning information about your job as Flight Attendant and wider issues related to it.

Knowing that the collected data of this questionnaire to be utilized for research purposes and for shedding the light on your job from different perspectives.

It is our strong believe that you will give this questionnaire your closet attention and to fill it freely and honestly.

Thanking you for your cooperation and for the time you saved in filling the questionnaire.

Sincerely Yours

MBA Student

Tahani Jarrah

Supervisor

Professor Adel Rasheed

Part One: Background

Insert ✓ in the correct answer

The company you work at:

- Royal Jordanian Royal Falcon Jordan aviation

Age:

- 20-25 years 26-30 31-35
 36 years or more

Education:

- Tawjeehi Diploma University degree

Type of university education:

- Humanities Social sciences Business studies
 others.....

Experience:

- 1-5 years 6-10 years 11years or more

Salary:

- less than JD 500 501-750 751-1000
 1001 or 1250 more than 1250

Language proficiency:

- Arabic English French
 Others

Religion:

- Muslim Christian

Social status:

- Single Married Divorced

If married:

Type of husband job.....

If married or divorced:

- No children One child Two children
 Three or more

Parent's background:

Type of father education:

- Tawjeehi Diploma Bachelor degree
 Higher degrees

Type of mother education:

- Tawjeehi Diploma Bachelor degree
 Higher degrees

Part Two of the Questionnaire:

Section (A): Related issues to Flight Attendant job

Dimension 1: Pillars of Jordanian women flight attendant job

The following items aim to indicate possible factors that made Flight Attendant (FA) job attractive to you and influenced your decision to become FA. Please rate them according to their importance to you by circling the appropriate number in the related box in the column. **The value of 1 signifies the least important and 4 signifies the most important.**

		Least im- portant 1	Somewhat important 2	Important 3	Most im- portant 4
1	FA job provides me with job security	1	2	3	4
2	FA job provides me with high income in comparison with other jobs suit my qualifications	1	2	3	4
3	I have no opportunities for other jobs suit my qualifications	1	2	3	4
4	FA job provides me with independence and freedom	1	2	3	4
5	FA job provides me with opportunities to visit different countries	1	2	3	4
6	FA job provides me with a career. i.e. it is a professional job with opportunities to advance to higher levels in the organization	1	2	3	4
7	FA job is highly respected job in my society	1	2	3	4
8	The requirements of FA job specifically service and security skills meet my qualifications and preferences	1	2	3	4
9	FA job provides me with the opportunities to interact with a variety of people with different backgrounds and cultures and in turn contribute to my personal development and awareness	1	2	3	4

Dimension 2: Experiencing Emotions at job

Below are a number of statements that describe different **emotions that a job of flight attendant nature can make a person feel**. Please indicate the amount to which any part of your job (e.g., the work, other crew members, supervisor, passengers, pay) has made you feel that emotion in the past 30 days by circling the relevant number in the related box in the column. **The value of 1 signifies no feelings and 5 signifies the highest level of feelings.**

		Never	Rarely	Some-times	Often	Always
		1	2	3	4	5
1	My job made me feel excited	1	2	3	4	5
2	My job made me feel depressed	1	2	3	4	5
3	My job made me feel enthusiastic	1	2	3	4	5
4	My job made me feel frightened	1	2	3	4	5
5	My job made me feel furious (intense)	1	2	3	4	5
6	My job made me feel fatigued	1	2	3	4	5
7	my job made me feel satisfied	1	2	3	4	5
8	My job made me feel energetic	1	2	3	4	5

9 To what extent is it an accepted feature of the Flight Attendant occupation that individuals are required to control their feelings and smile (no matter how they feel at a particular time) to create a good feeling in passengers? Please circle the related number below.

- 1 **Not accepted at all**
- 2 **Accepted to a little degree**
- 3 **Moderately accepted**
- 4 **Accepted to a great degree**

10 Do you experience the management of your feelings on the job as a source of satisfaction, or as a cost or source of stress to you? Please circle the related number below.

- 1 **A source of great satisfaction**
- 2 **A source of little satisfaction**
- 3 **Neither a source of satisfaction nor a source of stress**
- 4 **A little source of stress**
- 5 **Creates a great deal of stress**

Dimension 3: Health, Safety and Working Conditions of FA job

(a) Health and Safety

The following are a list of problems\symptoms that might be associated with professional jobs. Please indicate if any of them is associated with your FA job by putting **(X)** in the column A; and by putting **(X)** in the column B to indicate if the problem\symptom justifies absence from work.

Health problems/symptoms	Associated with professional activity (A)	Justified absence from work (B)
Dizziness		
Nausea		
Vomiting		
Visual perturbations		
Respiratory problems		
Deregulation of blood pressure		
Heart problems		
Excessive fatigue		
Abnormal loss of appetite		
Muscular-skeletal problems		
Hearing Problems		
Constant anxiety		
Constant irritability		
Sudden mood changes		
Excessive difficulty in concentration		
General ill-being		
Constant stress		

(B) Working conditions at job

The following are working conditions that might cause health problems at FA job. Please indicate your response by circling the relevant number in the related box in the column. The value 1 signifies no influence and 3 signifies strong influence.

	Working conditions	No influence 1	Moderate influence 2	Strong influence 3
1	Irregularity in work schedules due to sequence of flights	1	2	3
2	Air Quality	1	2	3
3	Noise on board	1	2	3
4	Work Equipment	1	2	3
5	Food	1	2	3
6	Ergonomics of space devoted to use of cabin crew	1	2	3
7	Distribution of space for circulation of cabin crew within airplane	1	2	3

(C) Priorities for you as FA for improving conditions of your job

Suppose there is a union for FA in Jordan representing you, please rate the following priorities according to their importance to you by circling the relevant number in the related box in the column. The value 1 signifies the 'least important' demand priority and value 4 signifies the 'most important'.

	Priorities	Least important 1	Somewhat important 2	Important 3	Most important 4
1	Lowering of retirement age	1	2	3	4
2	Reduction of in-flight work time	1	2	3	4
3	Improvements in health and safety conditions within cabin	1	2	3	4
4	Increase in intervals between flight service	1	2	3	4
5	Wage increase	1	2	3	4
6	Job security	1	2	3	4
7	Flexibilization of work schedules	1	2	3	4

Dimension 4: Methods of coping with sexual harassment

In dealing with sexual harassment whether verbal or physical (touching body for instance) at job, please specify the following methods according to their importance to you by circling the relevant number in the related box in the column. The value of 1 signifies the least applied method by you and 4 signifies the most applied one.

	Methods	Least applied 1	some-what applied 2	Applied frequently 3	Most applied 4
1	Discharging or asking to discharge the harasser	1	2	3	4
2	Stopping all contact with the harasser	1	2	3	4
3	Showing rejection (verbally or physically)	1	2	3	4
4	Behaving as if nothing had happened	1	2	3	4
5	Asking for help from managers or colleagues	1	2	3	4
6	Showing a sense of humour, trying to make a joke, trying to turn the conversation to a different subject	1	2	3	4
7	Showing a hostile attitude	1	2	3	4

Dimension 5: General Job Satisfaction of FA at job

The following statements aim to measure your general feeling of job satisfaction as flight attendant. Please circle the number in the box that reflect your opinion. The value of 1 signifies the highest level of disagreement and 4 signifies the highest level of agreement.

	Statement	Strongly disagree 1	Disagree 2	Agree 3	Strongly agree 4
1	In general, I do like my job	1	2	3	4
2	All in all, I am satisfied with my job	1	2	3	4
3	In general, I like working here	1	2	3	4

Section (B): Dimensions of less attractiveness of FA job to Jordanian women

The following social and cultural, psychological, legislative and job factors are viewed as contributors towards making FA job less attractive for Jordanian women. Please rate these factors according to their importance to you by circling the relevant number in the related box in the column. **The value of 1 signifies the least important and 4 signifies the most important.**

	Statement	Least im- portant 1	Somewhat important 2	important 3	Most im- portant 4
1	Jordanian society views FA job disfavouredly because this job requires women to sleep outside her family (or husband) home	1	2	3	4
2	Jordanian society views FA job disfavouredly because this job requires women to mix with foreigners of various backgrounds and cultures	1	2	3	4
3	Jordanian society views FA job disfavouredly because this job encourages women independence and freedom	1	2	3	4
4	Jordanian society views FA job disfavouredly because of the worries that women might establish illegitimate relationships with men	1	2	3	4
5	Jordanian society views FA job disfavouredly because this job weakens women chances of getting married	1	2	3	4
6	Jordanian society views FA job disfavouredly because of worries of possible negative impact on women health including her pregnancy and child-birth	1	2	3	4
7	Jordanian society views FA job disfavouredly because they consider the core of this job is serving food and drinks	1	2	3	4
8	FA job is less attractive for Jordanian women because it entails serving prohibited drinks (alcohol) and food (pork)	1	2	3	4
9	FA job is frightening and subjects to many risks and accidents	1	2	3	4

10	FA job is subject to verbal and physical sexual harassment	1	2	3	4
11	FA job involves difficulties in dealing with people from different backgrounds, languages and cultures	1	2	3	4
12	Absence of proper Jordanian legislation that regulates the FA job parallel to many advanced countries that considers the particularities of women social and physiological affairs	1	2	3	4
13	Absence of trade union representing Jordanian FA members and advocating their rights and demands	1	2	3	4
14	The core of FA job is serving food and drinks which is incomparable with other enabling jobs that meet my ambition and qualifications	1	2	3	4
15	FA jobs have limited opportunities for promotions and advancement in the managerial ladder	1	2	3	4
16	FA job requires the adequacy of more than one language	1	2	3	4
17	FA job requires multi interpersonal skills to enable dealing with people of different backgrounds and cultures	1	2	3	4
18	FA job requires a particular type of personality (e.g. calmness, courageous and quick judgment) to deal with the security issues when disfavoured events happen	1	2	3	4
19	FA job requires high level of adaptability to cope with drastic changes in time and place	1	2	3	4